

LiveWest's Repairs Service Standard for our customers

We will offer our customers a repairs and maintenance service, including an out of hours emergency make safe / secure repairs service. We will make it easy for our customers to report repairs, both through our Customer Services team and through our customer portal.

Our service hours are Monday to Friday from 8.00am to 5.00pm.

When our customers book in a repair, we will offer an appointment slot to suit them, fitting one of the below categories:

- All day
- AM
- PM
- Avoiding the school run

We will prioritise appointments by recognising the following (in no particular order):

- The health and safety of customers or members of the public.
- The urgency of the work or nature of the homes affected.
- The vulnerability of the customer.
- The availability of the customer.
- Whether or not extensive damage to the home is likely.

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Responsive repairs

What are responsive repairs?

Sometimes, minor repairs to customers' homes are needed to ensure features of the home remain functional – these are known as responsive repairs. In some cases, we may replace these features as part of our repairs service. We will always discuss the nature of repairs with the customer.

Who is responsible for completing responsive repairs?

Some repairs will be the responsibility of the customer. Customers can find out more about their responsibilities in their tenancy agreement or by visiting our website.

Any repairs which fall under our customers' responsibilities should be completed by the customer or by a local contractor, arranged by the customer. [Our Solve an Issue](#) webpage provides practical help with simple repairs.

If the repair is our responsibility, we will arrange a convenient appointment for us to carry out the repair, informing the customer when they can expect the repair to be completed.

Our repairs are carried out by both our in-house maintenance (IMS) teams and sub-contractors.

What are our customers responsible for?

Customers are responsible for:

- Taking care of their homes and gardens, keeping both clean and tidy, in good working order, and avoiding any damage to them.
- Some repairs - where the customer is responsible for a repair, we will provide advice and support so they can solve the problem themselves.
- Insuring the contents of their home.
- Paying for repairs if we find that the customer (or a family member or visitor) has caused the damage. In this case, we will recharge the cost of the works through the recharge process.
- Maintaining adaptations or improvements made to the customer's home. Our customers are able to make adaptations and improvements to their home with our written permission. Any adaptations or improvements made will be their responsibility to maintain. We may ask them to remove any adaptations and improvements when they leave at the end of their tenancy.

Within this standard, you will find a repair responsibilities table that outlines who is responsible for a range of repairs. It is useful to refer to this if you are unsure about whose responsibility a repair is. Within the responsibilities table, consideration is given to the differing services offered to customers of differing tenure types – these are identified within appendices A, B and C.

A summary of repair responsibilities can be found on our [website](#)

When will responsive repairs be completed?

We aim to offer an appointment within **20 working days** (28 calendar days) for responsive repairs and we aim to complete repairs at the first visit wherever possible.

Where additional work is required, we will arrange follow-on appointments and complete the repair within a reasonable timeframe, in line with our legal obligations and having regard to the urgency and complexity of the repair.

We will clearly communicate expected timescales for completion and keep customers updated where these change.

Working safely in customers' homes during repairs and maintenance

When carrying out repairs and maintenance in occupied homes, we will ensure that our work does not create additional risks to the health, safety or wellbeing of our customers.

- We will carry out all works in a manner that maintains safe access and movement within the home at all times, avoiding obstruction to normal use of living spaces.
- We will not leave materials, tools, equipment, or household items in a way that could create a trip hazard, restrict mobility, or increase risk of harm.
- Where items need to be temporarily moved to enable works (for example, to access lofts, services or fixtures), we will:
 - agree arrangements with the customer in advance where possible
 - keep disruption to a minimum duration
 - ensure safe walkways are maintained at all times
- Items will not be stored within living areas beyond a short-term period (normally no longer than the working day or agreed works duration) unless:
 - a risk assessment has been completed
 - appropriate mitigation measures are in place
 - and this has been approved by the relevant manager
- We will give additional consideration to customers with support needs or vulnerabilities, including older people, those with mobility issues, or those with health conditions
- Any concerns raised by customers regarding obstruction, hazards or safety will be responded to promptly and escalated where required

All LiveWest colleagues and contractors working on our behalf are required to follow this standard. We will monitor compliance through our quality assurance processes.

How will we communicate with customers about responsive repairs?

We will contact via text message to confirm the appointment and update customers on the progress of their repairs, including any changes to an agreed appointment.

We may also send customers an estimated time of arrival and location tracking of our operative by text message, although this is not currently offered for all repairs.

Our trade operatives will also be able to contact the customer if there is an unplanned change to when they are arriving.

Customers will be notified when a LiveWest trades person is on route to carry out their repair. However, when a repair is carried out by our sub-contractors this may not always be possible.

If a customer is unhappy at any stage of the repairs process, they can raise their concerns with us. We will explain how these concerns can be addressed as a service request or, where appropriate, as a formal complaint, in line with our Complaints Policy.

What happens if a responsive repair is an emergency?

A responsive repair may be an emergency if the health and safety of a customer is at risk, or if extensive damage to the home is likely. We will only record a repair as an emergency following a conversation with the customer, making a judgement call using the information available to us.

If a repair is an emergency, we will share this information with our in-house maintenance service (IMS) teams and, where appropriate, the out-of-hours service provider.

We will work with the customer to find the best time to complete the repair, whilst ensuring a contractor attends as soon as possible.

What happens if a responsive repair is rechargeable?

We sometimes charge customers for repairs which are not our responsibility. We will inform our customers up-front wherever possible if a repair will be rechargeable.

Responsibilities for general needs and sheltered properties

What are LiveWest responsible for?

LiveWest are responsible for any repairs to:

- The external structure of a home - this includes the roof and chimney, guttering and down pipes, window frames and sills, external doors and external door frames, and walls.
- The internal structure of a home – this includes walls, floors, ceilings, and door frames.
- Heating and electrical features - this includes cisterns, radiators (not including the bleeding of radiators), boilers, heating ducts, water tanks, gas pipes, and water pipes. This also includes electrical sockets and wiring throughout the home that was installed by LiveWest.
- Fixtures and fittings installed by LiveWest – this includes kitchen cabinets, baths, basins and sinks, WCs, and showers, that LiveWest installed.

- Outside the home – this includes access paths to customers’ homes, boundary walls, boundary fences, and outside drains.
- Communal areas – internally, this includes communal doors and entry systems, stairways, hallways, meeting areas and other rooms used for a communal purpose, lifts, alarms, lighting, flooring, and decorations. Externally, this includes lighting, drying and refuse areas, fencing, paths, tree care., and pest control, in communal areas.

Advice on insurance

We will insure the building but not the contents. It is the customer’s responsibility to arrange contents insurance.

LiveWest has teamed up with insurance providers who can provide the My Home Contents Insurance Scheme. Details about this scheme are available on the LiveWest website, or by emailing homecontentsinsurance@livewest.co.uk.

We ensure that all our contractors have the right insurance cover to work in our homes.

Safety checks

We are required by law to complete certain checks in customers’ homes to keep them, their families, and their home safe. This will include checks of gas supplies, smoke alarms, and safety surveys for asbestos or legionella.

These safety checks are outlined in LiveWest’s safety standards. These standards are a useful reference and describe the services we provide to keep our customers, colleagues and contractors safe.

Our safety standards show how we meet our legal and regulatory requirements for property compliance regarding:

- Solid fuel
- Asbestos
- Legionella
- Gas and oil
- Lifts and lifting equipment
- Fire
- Electrical features

Our safety standards are available to read on our [website](#).

We take safety extremely seriously and are committed to completing all the necessary safety checks in our homes. To complete these safety checks we will make three attempts to gain access to the customer’s home, which we will record. Where this fails, we will take legal action to gain access and complete the necessary work; the customer will be charged for the costs incurred in taking legal action.

Fences and boundaries

Our responsibilities

We will carry out minor repairs on up to two panels of fencing. If it is more cost effective to replace the full run of fencing, we will provide one privacy panel alongside the home and 4ft high chain link fencing for the remainder of the run. Alternatively, customers can provide replacement fencing at their own cost.

Where fences, walls and gates in customers' own gardens border public highways, common areas or public paths through a development, we will repair this fencing when it is damaged, on a like-for-like basis. We will replace large sections of fencing if we are unable to repair it economically.

In severe weather where considerable damage has been done to fencing throughout a community, we may group repairs, completing them together. In these situations, replacement or major repairs may take longer than usual to complete. Our priority in these circumstances is always to prioritise repairs to damaged fencing that may cause a health and safety risk, and to fencing along boundaries or in communal areas. In these situations, we will keep customers up to date with repair timeframes.

Our new build specification, regardless of tenure, is to provide posts and 6ft close-board timber panels on all boundary fencing and between individual properties. However, boundary treatments can also be influenced by planning requirements, which may prescribe which boundaries are to be installed on certain developments, influencing the height of boundary fencing and the material of the fence, for example. These planning requirements supersede our employer's requirements.

Customers' responsibilities

Customers are responsible for looking after their fencing, ensuring it lasts as long as possible and looks presentable. If we repair or replace fencing as a result of neglect or misuse, we will recharge customers for the work. The security and safety of children and pets is always a customer's responsibility.

Customers may install their own fencing, but they will need our permission first, so we can make sure it meets any planning requirements. We would also expect customers to get agreement from their neighbours before undertaking the work, which must be completed safely and competently.

Garden maintenance is our customers' responsibility. We will not repair or replace fencing where the garden has been neglected or damaged. We expect customers to tidy and maintain the garden before any fencing work is undertaken.

Managing condensation, mould and damp

Our approach to damp and mould

How do LiveWest respond to cases of damp and mould?

When a customer or colleague reports a case of damp or mould, we take a risk-based approach, triaging the case at an early stage, sometimes using digital technology to assess the severity of the case.

If LiveWest consider there are reasonable grounds that there is a potential damp and mould emergency hazard affecting the home, LiveWest will investigate within **24 hours**. The investigation will confirm whether or not there is an emergency hazard, or significant hazard and if possible, will identify the required work to make a property safe and prevent the hazard from recurring. Emergency investigations can be conducted remotely; however, in some cases, an in-person inspection may be necessary to fully assess the severity and underlying cause of the issue.

In accordance with Awaab's Law, which came into effect on 27 October 2025, LiveWest will investigate all significant damp and mould within **10 working days** (14 calendar days).

A written summary of findings will be shared with the customer within **3 working days** of the conclusion of the investigation.

Remedial safety works will begin within **5 working days** of the investigation. Where repair works cannot start within that time, the works must begin as soon as possible, and in any event within **12 weeks**. There are some exceptions and these are detailed in the damp and mould policy, available on the website.

Where more than one repair is required for the solution to the significant damp and mould, LiveWest colleagues may set up a complex repair to track all the repairs and will communicate with customers weekly.

Following the triage, we will work on a case-by-case basis to investigate the root-cause of the problem. Depending on the severity and any history of damp within the home, we may install damp and mould sensors in the home, which alert our colleagues and customers when damp is present.

How do we communicate with our customers about damp and mould?

When dealing with damp and mould, we will keep our customers fully informed on what work is required and why.

In cases where LiveWest are unable to resolve the damp and or mould hazard or the emergency hazard within the required timescales, we will consider either temporary or permanent decant in line with our Customer relocation and home loss policy. The customer may have reasons to decline being moved from their homes, even if temporarily. If the customer declines the move, they will need to inform LiveWest in writing if they wish to make their own arrangements or change agreed arrangements. LiveWest will make the customer aware of the risks of staying in the home, before the end of the initial remediation period or as soon as reasonably practicable thereafter.

Following treatment of damp and mould, we will contact customers with a follow up to check if the damp and mould has returned.

We will provide clear information and advice for customers around preventing and treating damp and mould. We want to encourage customers to report damp and mould issues in a timely manner so we can resolve the issue.

How do LiveWest ensure we deliver a high level of service when responding to damp and mould?

We will ensure our in-house colleagues and specialist contractors are trained in the awareness of damp and mould and will ensure that safe systems of work are implemented.

We will constantly measure our service resolution levels and feedback to ensure further service improvement for our customers.

How do LiveWest respond to complaints about damp and mould?

All complaints about damp and mould are escalated to the relevant manager immediately. For more information on the timescales and resolution of complaints. Please see our [website](#) for our Customer Compliments and Complaints Policy. All complaints are dealt with in accordance with our policy.

How do LiveWest prevent the occurrence of damp and mould?

As well as providing clear information and advice for customers around preventing and treating damp and mould, we are making improvements to prevent damp and mould occurring in our homes.

When our properties are empty, if there is a history of damp and mould, we will fit damp and mould sensors and investigate any root causes. We will then complete works whilst the property is empty, to prevent damp and mould occurring in the future.

To find out more, please read our 'Damp and Mould Policy' on our [website](#).

Dealing with pests

In communal areas

We are responsible for dealing with and removing pests from communal areas.

Following a pest issue in a communal area, the housing officer and estate officers will be responsible for inspecting the area for signs of pests.

If an infestation is potentially the result of an outstanding repair or defect, Regional Building Surveyors will complete an inspection of the communal area so any necessary repairs can be completed.

In homes, gardens and outbuildings

If pests are found in individual gardens or outbuildings, customers will be expected to seek advice and take appropriate action to deal with the infestation. It is the customers responsibility for the removal of larger pests, such as rats or mice, in their garden. However, if the infestation is due to an outstanding repair or structural fault that we are responsible for, we will deal with the pest problem.

If pests are found in the home, we will assess the situation, following our standard inspection process. This process ensures that we deal with the situation before it becomes a serious problem. We will work with our customers to agree on the best response, recording the actions to be taken. We will provide customers with practical advice on the cause of the infestation and how to deal with it.

We are responsible for the removal of any larger pests, or pest infestations, such as rats and mice from your home only if the infestation is due to an outstanding repair or structural fault that we are responsible for.

We are responsible for minor infestations such as wasps, flies and fleas, cockroaches, bedbugs, and ants in an internal communal area such as a shared hallways or stairs in blocks or schemes but if identified within an individual home it is the customers responsibility to treat.

If customers have bats in their property, they are a protected species, and customers should arrange for these to be removed by a professional.

For a bird-related issue in their home, the customer will need to contact their local authority and report this to them.

Bees are an important and protected part of the natural environment and are not classed as a pest. As such, they are not treated in the same way as other infestations.

In communal areas

- Where bees, hives or swarms are present in a communal area, we will assess the level of risk to customers, colleagues and members of the public, taking into account factors such as location, accessibility, and the vulnerability of residents.
- Where there is no immediate health or safety risk, we will not normally arrange removal and may instead monitor the situation and provide advice to customers.
- Where a health and safety risk is identified, we will take appropriate action to manage that risk.

Removal and treatment

- Any removal of bees, hives or swarms will be carried out by a qualified and appropriate specialist (for example, a registered beekeeper).
- We will seek to safely relocate bees wherever possible, rather than destroy them.
- Standard pest control contractors should not be used for the treatment of bees unless they are appropriately qualified to do so.

Customer responsibilities

Where bees are located within an individual home, garden or outbuilding, customers should seek advice from and arrange removal through a local specialist or beekeeper, unless the issue is directly attributable to a structural defect or repair that we are responsible for.

Paying for treatment

We will pay for any treatment when the infestation can be attributed to either an outstanding repair or structure of the building. We may recover costs associated with treatment in the service charge, where applicable and reasonable.

If the problem is caused by the living conditions or cleanliness of the communal area, home or garden, customers will be recharged for the service and will be expected to put right the cause as part of the solution.

Maintenance inspections

To help us get repairs right the first time, we may sometimes carry out an initial inspection before completing the repair. In most cases, one of our operatives will visit a customer's home to complete this inspection, however, we may also use remote diagnosis applications to do this remotely. Remote diagnosis is video call software which allows us to identify the cause of the issue without needing to enter the customer's home, saving our customers and operatives time so repairs can be completed more efficiently.

If an inspection is required, we will complete this and the subsequent repairs within our target of **20 working days** (28 calendar days) for routine repairs or **64 working days** (90 calendar days) for larger repairs. If possible, we will complete the repair during the inspection.

We will not complete inspections for emergency repairs, where there is a risk to the health or welfare of customers or the public. Our operatives will attend emergency repairs and assess the situation before completing any necessary repairs.

All inspections and associated works will be carried out in line with our 'Working safely in customers' homes during repairs and maintenance' to ensure that no hazards are created during the process.

Inspections may be needed on any repair, but they are commonly used for:

- Work that is likely to be insurance related.
- Issues that appear to be structural.
- Damp, mould and condensation problems.
- Boundary and fencing issues.
- Glazing repairs and replacement.
- Vermin infestations within the home.
- Defects in a new-build home or potential latent defects.
- Work where we may need to employ a specialist contractor.
- Aids and adaptation referrals from occupational therapists where a funding decision needs to be made.
- Potential component replacements.
- Potential recharge situations.
- Any other work needing complex diagnostics or more clarification of who is responsible for the repair.

The purpose of the inspection routine is to:

- Understand the nature of a repair and diagnose the problem before the repair is completed.
- Identify the work needed to complete the repair so this can be communicated to the customer.
- Confirm the necessary repairs with the customer.
- Record all evidence and agreed actions to share with LiveWest colleagues and contractors involved. Review and update progress on ongoing cases.

Recharging for work that is not our responsibility

What is LiveWest's approach to recharging?

Where damage to a home has been caused by a customer, or by their family or visitors, we are not responsible for repairing this damage and we will charge customers for the cost of repairing this damage.

In some cases, it may be unclear how damage to the home was caused, in which case we will arrange for an inspection by our Property Services team or another contractor. This inspection will determine how the damage was caused and whether a recharge is applicable. Wherever possible we will work with the customer to agree the best course of action.

Recharge costs vary depending on the nature of the repair. The charge covers the cost of the repair and an administration fee. These costs are pre-determined, non-negotiable and will be applied in all cases.

Our inhouse team and contractors are instructed to report potential recharges to us, which we will always follow up. We take the recovery of recharges seriously and we will take legal action if necessary to recover costs.

In cases where there is an immediate risk to the safety of our customers, or where damage could be caused to our homes, we may complete the necessary repairs and later recharge the customer for the cost of the repair. Where possible, however, the customer will pay us for the repair up-front. When a customer is moving out of their home, we will assess any repairs that are their responsibility and let them know what they will be charged if the work isn't completed before they move out.

Dealing with emergencies (including out of hours make safe/secure repairs service)

We will treat any repair as an emergency when there is a serious, immediate risk to the health and safety of our customers or the security of their home.

Awaab's Law requires us to investigate any potential emergency hazards and undertake relevant safety work as soon as reasonably practicable. The investigation and the work must both take place within **24 hours** of becoming aware of the hazard.

An emergency hazard is one that poses 'an imminent and significant risk of harm' to the health or safety of the occupier in the social home. An 'imminent and significant risk of harm' is defined in the regulations as 'a risk of harm to the occupier's health or safety that a reasonable lessor with the relevant knowledge would take steps to make safe within 24 hours'.

LiveWest will undertake an emergency investigation if we consider there are reasonable grounds that there is an emergency hazard affecting the home. The investigation will confirm whether or not there is an emergency hazard and if possible, will identify the required work to make a property safe and prevent the hazard from recurring. LiveWest will investigate within **24 hours**. Emergency investigations can be conducted remotely; however, in some cases, an in-person inspection may be necessary to fully assess the severity and underlying cause of the issue.

The following repairs are classed as an emergency hazard under Awaab's Law:

- Exposed electrical wires, broken sockets, or water leaking through electrical wiring or fittings.
- Gas leaks.
- Burst pipes or other serious leaks where the water cannot be contained at the stop tap.

- Prevalent damp and/or mould that is having a material impact on a customer's health e.g. ability to breathe
- Total failure of electricity, gas or water supply (not caused by cuts to the service beyond the customer's home).
- Where there is an immediate danger of injury, for example for loose roof tiles or unsafe walls.
- Total failure of a heating or hot water system in colder months (from 31 October to 1 May) or in the home of a customer who is vulnerable. Hot water failure where there is not a suitable alternative means of heating water, such as an immersion heater.
- Carbon monoxide detector sounding.
- Repairs to communal doors where there is a risk to safety or security or faulty access door locks where no other means of entry to home.
- When a home is not secure. For example, if a door is damaged in a break-in and will not close, if a ground floor window is jammed open or if a lock will not operate. If the damage is caused as a result of a crime, the police should be notified. We will make the home safe and secure at the emergency visit, then agree a follow-on appointment. We will recharge if the damage is caused deliberately.

The following repairs are classed as an emergency (but not under Awaab's law):

- Communal fire alarm sounding continuously.
- Lift breakdown where there is no alternative lift in the block.
- Blocked toilets or drains where the customer is unable to unblock the issue themselves. The organisation reserves the right to recharge the customer where the blockage is attributable to misuse.

A toilet repair will be classified as an emergency repair (target 24-hour response) where:

- the customer is unable to use the affected toilet due to a blockage or fault; and
- this results in a loss of normal sanitation facilities or presents a hygiene or health risk.

Blocked toilets will be attended as an emergency repair irrespective of whether there is more than one toilet within the property, recognising that such blockages can rapidly escalate into sewage backflow (including affecting additional sanitary appliances), internal flooding, and contamination of living spaces.

Where a toilet-related fault does not involve a blockage, there is more than one functioning toilet available within the property and the issue does not give rise to a sewage leak, flooding, or any other immediate risk to health or safety, the repair will ordinarily be classified as an urgent responsive repair rather than an emergency.

- Faulty access door locks where there is no other means of entry to their home. We will recharge the customer if the problem is caused by missing keys.
- Offensive graffiti.

Out of hours emergency make safe / secure repairs are reported to a third-party supplier who act on our behalf. We will make specific arrangements to have a range of operatives and contractors available to deliver our out of hours emergency make safe / secure service. We will attend an emergency repair the same day where possible, and always within 24 hours.

In all cases, we will take into account the vulnerability of the household, including the presence of young children, older people, customers with disabilities, or medical needs, when determining the appropriate repair priority.

We will always make safe all emergency and out of hours jobs. Where we do not complete a repair on the day, we will return to complete any required follow-on works at an agreed time.

If an emergency hazard is not resolved, LiveWest will consider either temporary or permanent decant in line with our Customer relocation and home loss policy. A written summary shall be provided within **3 working days**.

The customer may have reasons to decline being moved from their homes, even if temporarily. If the customer declines the move, they will need to inform LiveWest in writing if they wish to make their own arrangements or change agreed arrangements. LiveWest will make the customer aware of the risks of staying in the home, before the end of the initial remediation period or as soon as reasonably practicable thereafter.

Sometimes we are called out to an emergency which turns out not to be genuine, costing money and stopping us from helping someone else in real need. In these cases, we will recharge the customer for the cost of the repair.

Customer Support needs and the repairs service

Our Customer Promise sets out the standard and level of service that all customers can expect. Some customers may need us to do things differently or provide additional support or services due to a disability, communication need or vulnerability.

We record the support needs of our customers and will use this information when planning work, contacting customers and working in a customer's home. LiveWest will

- Ask customers what support or adjustments need, recognising that this will vary depending on the nature of the work being undertaken
- Provide the support or adjustment requested in all cases where it is practical and reasonable to do so, in accordance with the Equalities Act, Our Inclusive Policy and our Reasonable Adjustments Policy.
- Ensure that colleagues at all levels understand the scope of the service, our standards and repairing responsibilities.
- Ensure a consistent approach to dealing with vulnerable customers with our contractors so that they can sensibly and sensitively prioritise work.

We will prioritise damp and mould significant hazards involving vulnerable customers (e.g., children, elderly or those with health conditions like asthma or respiratory issues).

What matters to our customers?

Repairs and maintenance are one of the most important services we provide for our customers. Our trade colleagues and contractors can spend lots of time in our customers' homes, so it is important we create a great impression and carry out the work professionally.

To find out more about the expectations of our repairs colleagues and contractors when completing a repair, read 'The way we work in our Customers' homes' on our [website](#). Customer feedback from surveys, visits, complaints and compliments has told us what is important when using our repairs service. We have used this feedback as our guiding principles when shaping the repairs service.

Feedback has shown that what is most important to customers when reporting a repair is:

- For it to be easy to report a repair.
- To only need to report an issue once.
- For us to keep customers updated throughout the repairs process.
- For us to arrange convenient appointments.
- For us to know the customer and their home.
- For us to give clear and consistent messages.
- For us to reliably fix issues the first time and for the repair to last.
- For our contractors to be competent so our customers can put their confidence in them.
- For us to check our repairs and their quality.
- For us to act as one organisation.
- To know upfront what they will need to pay for repairs.

Getting it right first time

We aim to deliver a right-first-time service that reliably fixes repairs we are responsible for at a time that is mutually convenient. Where we are unable to complete a repair within one visit we will explain why, what happens next and agree a further appointment time. Our definition of a 'right first-time service' is that the repair is reliably fixed with no re-call after completion due to defective or incomplete repair.

Repairs to empty homes

We will turn around empty properties as quickly as possible, while making sure that the work we complete meets our empty homes standard.

We will carry out any maintenance or planned works dependant on condition at the time the property is empty in line with the decent homes standard and the Housing Health and Safety Rating System (HHSRS).

Mutual exchange

We will support our area neighbourhood colleagues in facilitating mutual exchanges.

As a minimum, LiveWest will carry out electrical and gas safety checks, provide an Energy Performance Certificate (EPC) and, where applicable, an asbestos location report and factsheet.

Managed repairs and minor projects

From time to time, mainly as a result of our responsive repairs activity, we will identify more complex repairs or minor works to individual homes, such as:

- Building components which haven't reached the end of their theoretical life but have failed on a one-off basis. For example, boilers, windows, roofs.
- Structural works.
- External works.
- Remedial works following fire risk assessments.
- Major damp and mould issues.

Works identified as managed repairs or minor projects are works that will generally not be able to be completed on a first attendance. This may be due to measurements or specifications needing to be established, materials needing to be ordered, and contractors needing to be engaged, amongst other things. These will take more than one day to complete.

We will agree specific completion targets for these sorts of major work, typically this is within **64 working days** (90 calendar days) for repairs and within **128 working days** (180 calendar days) for building component replacement work (Advanced Component Replacement – ACR). We will agree this timescale with affected customers. If we, or our contractors, need to make individual home visits, we will agree appointments with our customers.

Advanced Component Replacement (ACR) approach

Where a managed repair relates to a building component, we will assess whether repair or replacement is the most appropriate long-term solution. To support consistent decision making, we use an Advanced Component Replacement (ACR) Red, Amber, Green (RAG) approach:

- **Red (replace now)**
Where a repair is not sufficient to address the issue or would not provide a sustainable solution, the component will be prioritised for replacement within the current year. We will explain clearly to the customer why replacement is required rather than repair.

- **Amber (repair and plan replacement)**

Where a short-term repair can be completed safely and effectively, we will carry out the necessary repair and ensure the component is included within the next financial year's planned programme. We will inform the customer that:

- A repair is being completed to resolve the immediate issue
- The component has been identified for future replacement
- Replacement will be delivered through a planned maintenance programme and we will make further contact when scheduled

- **Green (repair and monitor lifecycle)**

Where the component can be repaired and continues to provide acceptable performance, we will complete the repair and assess the remaining lifecycle. The component will be recommended for inclusion in a future planned programme based on its condition (for example within 2–5 years, 5–10 years, or longer-term planning).

This approach ensures that we:

- Prioritise safety and long-term value for money
- Make best use of our planned investment programmes
- Provide clear and consistent communication to our customers
- Balance immediate repair needs with future replacement planning

Cyclical works

These are works and servicing completed on a cyclical basis, on a pre-prescribed timescale. Examples include:

- External and internal redecorations
- Servicing automated doors and gates
- Servicing lifts
- Servicing boilers (gas, oil and solid fuel).
- Smoke and carbon monoxide detector checks.
- Legionella and water hygiene checks.
- Surveys for asbestos containing materials.
- Play equipment inspections.
- Servicing septic tanks and pumping stations.

Planned works and component installations

Planned maintenance is work we derive from analysing the asset management database and is shown on our annual maintenance plan.

Typically, this is work to components of a home which have reached their optimum lifecycle or where their current condition means they need replacing. We will try to combine this work geographically.

Typical works include, replacing:

- Bathrooms
- Doors
- Kitchens
- Roofing
- Windows
- Heating systems
- Boilers
- Fire prevention remedial works
- Hard standings and external works
- Energy efficiency work (EPC to C)
- High risk building safety works
- Radon remedial works
- Asbestos remedial works

We regularly review potential future work priorities by analysing the information in our asset management system.

We do this from a range of perspectives, including:

- Improving the energy efficiency of our stock
- Meeting new or existing legislation
- Maintaining decent homes compliance as a minimum
- Consultation with customers
- Our own property standards

Customer alterations and improvements

We will generally seek to support customers who would like to make their own home improvements. But it is important that such work is carried out in accordance with appropriate health and safety guidance, planning restrictions and other legislation and good practice.

The LiveWest customer alterations and improvements policy gives more details.

We will offer our advice on products and specifications and provide an asbestos survey for the property where this is relevant.

At the end of a tenancy, we will consider paying compensation for any qualifying improvements that customers have carried out, bearing in mind the cost and age of the installation.

There are more details on our [website](#) - 'Customer Alterations Policy'.

Disabled facilities grant funded adaptations

Where customers have had adaptations carried out that have been funded by the local authority they are usually owned by the customer. In some cases, the local authority may remain ownership. In most cases where the local authority has discharged ownership LiveWest would take responsibility for the maintenance and servicing of such adaptations after the end of the warranty period, this may exclude appliances and white goods. For details, refer to the tables above.

Estates management

We work closely with our estates team who manage communal cleaning, grounds maintenance, estate safety management and management of communal waste areas. For more information, please read our Estates Service Standard.

Volunteering

We are keen to contribute and work within our communities and offer volunteering opportunities to our colleagues.

Equality, diversity and inclusion

We are committed to being fair and inclusive and embracing the diversity of all our customers, colleagues and stakeholders.

We aim to be an inclusive employer, listening and responding to the views of everyone. We will work together as one team to deliver great service which focus on the needs of our customers.

There are more details in our 'Equality, Diversity and Inclusion Policy' on our [website](#).

Sustainability

We are committed to reducing the environmental impact of our activities and creating a clean and sustainable future for our customers, colleagues and families.

We target investment decisions in existing homes to improve energy efficiency, to reduce our carbon footprint and to improve living costs for customers.

To find out more about how we are Creating Greener Futures Together at LiveWest, please visit our 'Sustainability' [webpage](#).

Safeguarding

We provide services in an environment which safeguards the welfare of at-risk individuals and groups. We are committed to working collaboratively in a multi-agency manner and delivering good practice to protect individuals from harm, abuse and neglect.

All LiveWest colleagues receive full safeguarding training to promote awareness and instruction on how to report any concerns.

Complaints

We welcome complaints, compliments and comments as an opportunity to listen to what our customers say and improve our services.

Whilst we want to provide excellent customer service and always aim to get things right first time, we accept that sometimes things can go wrong. When that happens, we will say 'sorry', and resolve customers' concerns as quickly as possible.

A complaint is an expression of dissatisfaction, however made, about the standard of service we have provided, actions we have taken, or a lack of action, by LiveWest or anyone acting on our behalf.

A request for us to carry out a repair or put something right is known as a **service request** and is not a complaint. However, if a customer tells us they are unhappy with how their service request has been handled, or with the outcome, this will be recognised and treated as a complaint.

Raising a complaint will not stop us from continuing to deal with a repair or safety issue. We will continue to take the necessary action to make homes safe and carry out repairs while a complaint is being investigated or responded to.

Our complaints process sets out how customers can raise a complaint, the stages involved, and the timescales for responses. These details are published in our Complaints Policy and available on our website.

We consistently record, investigate, and respond to customer feedback and maintain compliance with the Housing Ombudsman's Complaint Handling Code and the Regulator for Social Housing's Tenant Involvement and Empowerment Standard.

To find out more about compliments and complaints, please visit our [website](#).

Quality Assurance

We undertake quality checks of our service delivery and act on findings that do not meet our service standards. Colleagues are required to have the relevant training, skills and knowledge to undertake the work. We value customer feedback on our service delivery, and review and act on it to continually improve our service.

Repair responsibilities table (general needs)

*S - identifies adjustments to the service offer for our **supported and sheltered** customers in relation to customer responsibility (**Appendix A**).

*MR – identifies adjustments to the service offer for our **market rent and intermediate help to buy and rent to buy** customers in relation to customer responsibility (**Appendix B**).

*LH – identifies adjustments to the service offer for our **leasehold and shared ownership flats only** customers in relation to customer responsibility (**Appendix C**).

Shared ownership (houses) – LiveWest are responsible for communal repairs. Customers have responsibility for all property repairs listed (unless reported or identified within developer’s defect period, in which case LiveWest’s AfterCare team are responsible).

Type of component/repair area	LiveWest responsibility	Customer responsibility
External structure		
Foundations.	Yes	No
Outside walls and render.	Yes	No
Roof and chimney.	Yes	No
Fascia boards.	Yes	No
Guttering and downpipes.	Yes	No
Window frames and sills.	Yes	No
Front and back doors (*LH).	Yes	No
Door frames.	Yes	No
Window glass replacement and boarding up smashed windows (caused by criminal damage with crime reference number provided) (*LH).	Yes	No
Window glass replacement (not caused by external source) (*LH).	Yes - recharge	Yes
Blown double glazed window units (*LH).	Yes	No
Installation of door viewer or spy hole camera (no alterations to fire rated doors will be permitted).	No	Yes

Internal structure

Internal doors, handles and hinges (*LH).	Yes	No
Ease and adjusting internal doors following laying of new flooring (*S) (*MR).	No	Yes
Door frames (*LH).	Yes	No
Floor structure (*LH).	Yes	No
Customer floor coverings (*S) (*MR).	No	Yes
Kitchen and bathroom vinyl (*LH).	Yes	No
Decoration (*MR).	No	Yes
Plaster and settlement cracks (*S)	No	Yes
Ceilings – structure (*LH).	Yes	No
Curtain rails, battens, hooks and shelving (*S).	No	Yes
Repairs to window handles, locks and restrictors (*LH).	Yes	No
Installing window restrictors (*LH).	Yes – first floor and above	Yes – ground floor
Clearing condensation from window frames, glazing, walls and surfaces to prevent the build-up of mould (*S) (*LH).	No	Yes
Wash down mould and stainblock (*LH)	Yes	No
Mould and damp inspection (*LH).	Yes	No

Space heating, heating water, and electrics

Heating and hot water systems and associated pipework or wiring (*LH).	Yes	No
Water tanks (*LH).	Yes	No
Wood burner flue (*LH).	Yes	No
Setting heating controls (including thermostats and TRV).	No	Yes
First attempt at re-lighting and re-pressurising gas or oil boilers (*S) (*LH).	No	Yes
Recurrence of issue with re-lighting and re-pressurising gas or oil boilers (*LH).	Yes	No
Faulty radiators (*LH).	Yes	No
Re-fixing radiators (*S) (*MR).	Yes – following removal due to works by LiveWest	Yes
Bleeding radiators (S*).	No	Yes

Chimney sweeping (*LH).	Yes	No
Wiring and light fittings (*LH).	Yes	No
Electrical sockets (*LH).	Yes	No
Main phone line and master phone socket and secondary sockets.	No	Yes
Appliance plugs and fuses.	No	Yes
Resetting trip switches and power loss (caused by a single appliance including basic diagnostics) (*S).	Yes- recharge advised if appliance	Yes
First attempt at resetting trip switches and power loss (unknown source).	Yes- recharge advised if appliance	Yes
Recurrence of issue with resetting trip switches and power loss (unknown source) (*LH).	Yes	No
Light bulbs, pull cords, fluorescent tubes, bulbs in sealed units and strip light starters (*S) (*MR).	No	Yes

Fixtures and fittings

Kitchen units, unit doors, catches, hinges, drawers and runners (*LH).	Yes	No
Kitchen work tops (*LH).	Yes	No
Faulty sinks, basins, taps, leaks and general plumbing (*LH).	Yes	No
Damage caused (and arising remedial works required) by customer installations.	Yes – recharge advised	Yes
Blocked drains, sinks, toilets, baths and showers - recharge advised if customer has caused blockage (*S) (*MR) (*LH).	Yes – if resulting from faulty pipework	Yes
Toilets (*LH).	Yes	No
Toilet seats and lids (*S) (*LH).	Yes – cistern lid	Yes - seats
Bath plugs, chains.	No	Yes
Bath panels (*LH).	Yes	No
Bath handles (*LH).	Yes	No
Bathroom units, towel rails, toilet roll holders, mirrors etc. (*S) (*MR).	No	Yes
Loose wall tiles (*LH).	Yes	No
Re-grouting and resealing (*LH).	Yes	No

Electric, mains-fed showers and shower units (provided by LiveWest) (*LH).	Yes	No
Shower heads and hose (*S) (*MR).	No	Yes
Shower rails and curtains (*S) (*MR).	No	Yes
Wet room shower pumps (*LH).	Yes	No
Extractor fan - cleaning and upkeep.	No	Yes
Extractor fan – repairs and maintenance (*LH).	Yes	No

Outside the home

TV aerials and satellite dishes including port face plates and cabling (individual homes).	No	Yes
TV aerials and satellite dishes including port face plates and cabling (communal).	Yes	No
Garages and masonry-built outhouses (if provided by us) (*LH).	Yes	No
Mains-fed security lighting repair and replacement (excluding bulbs) (*LH).	Yes	No
Security lighting (bulbs) (*S).	No	Yes
Security lighting (communal).	Yes	No
CCTV cameras (communal).	Yes	No
Paths for primary access to property (*LH).	Yes	No
Paths and garden (*S) (*MR).	No	Yes
Decking (*S) (*MR).	No	Yes
Paving or patio - serving outside or primary access (*LH).	Yes	No
Paving or patio - additional or decorative (*S).	No	Yes
Washing lines and rotary driers (individual homes) (*S) (*MR).	No	Yes
Washing lines and rotary driers (communal).	Yes	No
Fencing – party fencing	Yes	No

New and replacement party fencing along the length of a boundary is to be post and wire or chain-link (may include a single privacy panel).

If new or replacement party fencing is boundary between a General Needs and a homeownership property, then option to replace with timber panel fencing with homeowner to contribute 50% cost.

Single privacy panels (*LH).	Yes	No
Boundary fencing onto public land.	Yes	No

Brick and stone garden walls.	Yes	No
Timber sheds (individual homes – customer installation).	No	Yes
Timber sheds (individual homes – provided by LiveWest, only available storage, new build properties) (*LH).	Yes	No
Water butt (individual homes).	No	Yes
Water butt (communal).	Yes	No
External pipework and outside taps (provided by LiveWest).	Yes	No
Unblocking outside drains (customer to contact the water authority) (*S) (*MR).	Yes – if due to faulty pipework or subsidence	Yes
Unblocking outside drains following water authority inspection and instruction.	Yes	No
Water supply issue (i.e., water company).	No	Yes
Lost keys and gaining entry (*S) (*MR).	Yes – recharge advised	Yes
Letter boxes (*LH).	Yes	No
Mains-fed doorbells (provided by LiveWest) (*LH).	Yes	No
Battery-fed and wireless doorbells.	No	Yes

Fire and compliance

Mains-fed carbon monoxide alarms (*LH).	Yes	No
Mains-fed smoke and heat alarms (*LH).	Yes	No
Replacing alarm batteries (*S).	No	Yes

Meters

Electric and gas meters.	No	Yes
Meter cupboard doors and covers (*LH).	Yes	No
Meter cupboard keys (individual homes).	No	Yes
Meter cupboard keys (communal).	Yes	No

Appliances

Installing electric and gas cookers or hobs.	No	Yes
Bayonet fittings for gas cookers.	No	Yes

Plumbing in washing machines and dishwashers.	No	Yes
Mechanical breakdown of appliance (communal facility).	Yes	No
Mechanical breakdown of appliance (individual home) (*S) (*MR).	No	Yes
Mechanical breakdown of appliance fitted through any grant funding including disabled facilities grant (DFG) (individual home).	No	Yes

Infestations

Garden or Outbuilding - Eradication of pest infestation during tenancy (*S) (*MR) (unless due to an outstanding repair or structural fault)	No	Yes
Inside the Home - Eradication of pest infestation during tenancy (*S) (*MR) (unless due to an outstanding repair or structural fault)	No	Yes
Eradication of pest infestation discovered at start of tenancy (*LH).	Yes	No
Repairs to property caused by pest infestation (*LH).	Yes	No
Communal areas e.g. shared hallway, stairs in a block / scheme - Minor infestation (for example, wasps, fleas, bedbugs, ants)	Yes	No
Inside the Home – Minor infestation (for example, wasps, fleas, bedbugs, ants) (*S)	No	Yes

Appendix A (*S) Supported and sheltered variance to service offer

Type of component or repair area	LiveWest responsibility	Customer responsibility
Internal structure		
Ease and adjusting internal doors following laying of new flooring.	Yes (LiveWest installed flooring)	Yes (Customer installed flooring)
Customer floor coverings.	Yes (LiveWest Installed Flooring)	Yes (Customer installed flooring)
Plaster or settlement cracks.	Yes	No
Curtain rails, battens.	Yes	No
Hooks and shelving.	No	Yes
Clearing condensation from window frames, glazing, walls and surfaces to prevent the build-up of mould.	No	Yes (assistance or advice from Support team)
Space heating, heating water, and electrics		
First attempt at re-lighting and re-pressurising gas or oil boilers.	No	Yes (assistance or advice from Support team)
Re-fixing radiators.	Yes (following removal due to works by LiveWest or identified as customer recharge)	No
Bleeding radiators.	No	Yes (assistance or advice from Support team)
Resetting trip switches and power loss (caused by a single appliance including basic diagnostics).	Yes (recharge advised if customer electrical item)	Yes (customer electrical item)

Light bulbs, pull cords, fluorescent tubes, bulbs in sealed units and strip light starters.	Yes (refer first to on-site Support team)	No
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Fixtures and fittings

Blocked drains, sinks, toilets, baths and showers.	Yes (recharge advised if caused by customer)	No
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Toilet seats and lids.	Yes – cistern lid	Yes – seats (refer first to on-site Support team)
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Bathroom units, towel rails, toilet roll holders, mirrors etc.	Yes	No
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Shower heads and hose.	Yes	No
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Shower rails and curtains.	Yes	No
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Outside the home

Paths and garden.	Yes	No
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Security lighting (bulbs).	Yes	No
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Decking.	Yes	No
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Paving or patio – additional or decorative.	Yes	No
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Washing lines and rotary driers (individual homes).	Yes	No
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Unblocking outside drains.	Yes	No
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Lost keys and gaining entry.	Yes (recharge advised if customer at fault)	No
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Fire and compliance

Replacing alarm batteries.	Yes	No
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Appliances

Mechanical breakdown of appliance (individual home).

Yes
(LiveWest installed
appliance)

Yes
(customer's own
appliance or DFG or
any other grant
funded appliance)

Infestations

Garden or Outbuilding - Eradication of pest infestation during tenancy

Yes

No

Inside the Home - Eradication of pest infestation during tenancy

Yes

No

Inside the Home – Minor infestation (for example, wasps, fleas, bedbugs, ants)

Yes

No

Appendix B (*MR) market rent, intermediate help to buy, rent to buy Variance to service offer

Type of component or repair area	LiveWest responsibility	Customer responsibility
Internal structure		
Ease and adjusting internal doors following laying of new flooring.	Yes (LiveWest installed flooring)	Yes (Customer installed flooring)
Customer floor coverings.	Yes (LiveWest installed flooring)	Yes (Customer installed flooring)
Decoration.	No	Yes (with permission while in the tenancy)
Plaster or settlement cracks.	Yes	No
Space heating, heating water, and electrics		
First attempt at re-lighting and re-pressurising gas or oil boilers	No	Yes
Re-fixing radiators.	Yes (following removal due to works by LiveWest or identified as customer recharge)	No
Light bulbs and lamps.	No	Yes
Pull cords, fluorescent tubes, bulbs in sealed units and strip light starters.	Yes	No
Fixtures and fittings		
Blocked drains, sinks, toilets, baths and showers.	Yes (recharge advised if caused by customer)	No
Bathroom units, towel rails, toilet roll holders and mirrors.	Yes	No
Shower heads and hose.	Yes	No
Shower rails and curtains.	Yes	No

Outside the home

Paths and garden – cleaning and upkeep.	No	Yes
Paths and garden – repairs and maintenance.	Yes	No
Decking.	Yes	No
Washing lines and rotary driers (individual homes).	Yes	No
Unblocking outside drains.	Yes	No
Lost keys and gaining entry.	Yes (recharge advised if customer at fault)	No

Appliances

Mechanical breakdown of appliance (individual home).	Yes (LiveWest installed appliance only, not gifted or DFG grant funded appliances)	Yes (customer's own appliance or DFG or any other grant funded appliance)
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Infestations

Garden or Outbuilding - Eradication of pest infestation during tenancy	Yes	No
Inside the Home - Eradication of pest infestation during tenancy	Yes	No

Appendix C (*LH) Leasehold and Shared Ownership (Flats Only) variance to service offer

Type of component/repair area	LiveWest responsibility	Customer responsibility
External structure		
Front and back doors – communal doors only.	Yes	No
Window glass replacement and boarding up smashed windows.	No	Yes
Window glass replacement (not caused by external source).	No	Yes
Blown double glazed window units.	No	Yes
Internal structure		
Internal doors, handles and hinges.	No	Yes
Door frames.	No	Yes
Floor structure.	No	Yes
Kitchen and bathroom vinyl.	No	Yes
Ceilings – structure.	No	Yes
Repairs to window handles, locks and restrictors.	No	Yes
Installing window restrictors.	No	Yes
Wash down mould and stainblock.	No	Yes
Mould and damp inspection.	Yes	No
Space heating, heating water, and electrics		
Heating and hot water systems and associated pipework or wiring.	No	Yes
Water tanks.	No	Yes
Wood burner flue.	No	Yes
First attempt at re-lighting and re-pressurising gas or oil boilers.	No	Yes
Recurrence of issue with re-lighting and re-pressurising gas or oil boilers.	No	Yes
Faulty radiators.	No	Yes
Chimney sweeping.	No	Yes
Wiring and light fittings.	No	Yes
Electrical sockets.	No	Yes
Recurrence of issue with resetting trip switches and power loss (unknown source).	No	Yes

Fixtures and fittings

Kitchen units, unit doors, catches, hinges, drawers and runners.	No	Yes
Kitchen work tops.	No	Yes
Faulty sinks, basins, taps, leaks and general plumbing.	No	Yes
Blocked drains, sinks, toilets, baths and showers.	No	Yes
Toilets.	No	Yes
Toilet seats and lids.	No	Yes
Bath panels.	No	Yes
Bath handles.	No	Yes
Loose wall tiles.	No	Yes
Re-grouting and resealing.	No	Yes
Electric, mains-fed showers and shower units.	No	Yes
Wet room shower pumps.	No	Yes
Extractor fan – repairs and maintenance.	No	Yes

Outside the home

Garages and masonry-built outhouses.	No	Yes
Mains-fed security lighting repair and replacement.	No	Yes
Paths for primary access to property.	No	Yes
Paving or patio - serving outside or primary access.	No	Yes
Single privacy panels.	No	Yes
Timber sheds (individual homes – provided by LiveWest, only available storage, new build properties).	No	Yes
Letter boxes.	No	Yes
Mains-fed doorbells.	No	Yes

Appliances

Mechanical breakdown of appliance (individual home).	No (LiveWest installed or gifted or DFG grant funded appliance)	Yes (customer's own appliance)
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Fire and compliance

Mains-fed carbon monoxide alarms.	No	Yes
Mains-fed smoke and heat alarms.	No	Yes

Meters

Meter cupboard doors and covers.	No	Yes
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Infestations

Eradication of pest infestation discovered at start of tenancy.	No	Yes
Repairs to property caused by pest infestation.	No	Yes

Version Control

Version Ref:	Date of change	By whom	Reason
2.3	Nov 25	Director of Property Services	Update for Awaab's Law and Estates Team
2.4	Dec 25	Director of Property Services	Amendment to emergencies
2.5	May 26	Regional Head of Property Operations	Inclusion of both calendar and working days in priority timescales / appointments Update on Dealing with Pests - Bees Update on Dealing with Emergencies – WCs Addition of Advanced Component Replacement (ACR) Approach
2.6	June 26	Regional Head of Property Operations	Amendment / update to Responsive Repairs: Timescales to complete works – HOS Complaint Recommendation Working safely in customers' homes – Coroner PFD Recommendation