

Summary Data

Key differences between Thurrock Repairs Policy and Benchmarks

Redbridge	Barking & Dagenham	Havering	Basildon	Southend on Sea
Glazing of windows	Mastic sealing and re-grouting of baths	Hot water jackets to cylinders	No differences identified	Tap washers
Dividing fencing to gardens	Replacement glazing	Toilet handles and pulls		1st attempt blocked sinks
Front, side and rear gates	Hot water cylinder jackets	Airing cupboard shelves		
Lost keys	Bleeding of radiators	Skirting boards		
Internal window cills	Skirting boards	Bath panels		
Skirting boards and picture rails	Battery operated smoke alarms	Window glazing		
Minor repairs to plasterwork	Additional electrical sockets	Blocked sinks, basins, baths, toilets and drains		
Splashback wall tiles and grouting	Wall tiling in kitchens and bathrooms	Catches and hinges to garden gates		
Loose floor coverings and fitted carpets	Window catches			
Bath panels				
Kitchen cupboards and drawers				
Kitchen worktops				
Kitchen cupboard door hinges and handles				
Kitchen tap washers				
Toilet seats				
Bleeding of radiators				

Who is Responsible?	Thurrock Council	Thurrock Tenant	Redbridge Homes	Redbridge Tenant
Total number of jobs	71	14	58	29
Who is Responsible?				
Repair	Thurrock Council	Thurrock Tenant	Redbridge Homes	Redbridge Tenant
Roof:				
Chimney & Stacks	✓		✓	
Roof structure and coverings	✓		✓	
Guttering, rainwater pipes and clips	✓		✓	
Fascia, soffit and barge boards	✓		✓	
Windows - Outside:				
Window frames, external cills (unless already provided as part of the frame and seals)	✓		✓	
Glazing:				
Glazing where caused by criminal damage (crime reference number required)	✓		✓	
Glazing of windows	x1 per year			✓
Window ironmongery	✓		✓	
Window vents	✓		✓	
Doors:				
Outside doors, frames, other boards and threshold strips	✓		✓	
Outside door locks and ironmongery	✓		✓	
Door entry systems	✓		✓	
Pipes and Drains:				
Soil and vent pipes and clips	✓		✓	
Drains and gully surrounds	✓		✓	
Gully grids	✓		✓	
Drain blockage	✓		✓	
Inspection chambers	✓		✓	
Gardens & Boundaries				
Dividing fencing to gardens	✓			✓
Boundary fencing on a planned works basis, unless there is a health and safety risk to pedestrians	✓		✓	
Garden walls, but only to match original standard for that part of the estate	✓		✓	
Front, side and rear gates, including ironmongery	✓			✓
Paths, steps and other means of access, if owned by the council	✓		✓	
Car hard standings and gates, if owned by the council	✓		✓	
Gaining entry/locks				
Entry to property if keys lost	✓	✓	✓	✓
Entry to property if keys lost and young child or disabled relative locked inside (you will be charged for this call out)	✓		✓	
Forced entry and/or replacement of security door keys and fobs due to a crime that has been reported to the police	✓		✓	
Forced entry and/or repair due to key jamming or breaking in the FED lock	✓		✓	
Pest Control:				
Pest control in communal areas	✓		✓	
Windows – Inside:				
Internal timber, UPVC or tile window cills (unless affected by woodworm)	✓			✓
Skirting boards and picture rails (unless affected by woodworm)	✓			✓
Window vents	✓		✓	
Doors:				
Internal doors, ironmongery and threshold strips (unless affected by rot or woodworm)	Frames	✓		✓
Walls:				
Internal walls	✓		✓	
Major plaster work, plaster air vents and cornice	✓		✓	
Minor repairs to plasterwork, such as cracks and small holes (under six inches or 1500mm square)	✓			✓
Splash back wall tiles and grouting, to match existing tiles as closely as possible	✓			✓
Floors:				
Concrete floor (not including floor tiles)	✓		✓	
Vinyl floor tiles where fitted by the council (full replacement will only be carried out to the bathroom/wc/kitchen if part of kitchen/bathroom refurbishing programme)	✓		✓	
Loose floor coverings and fitted carpets	✓	✓		✓
Floorboards and joists	✓		✓	
Ceilings:				
Major plasterworks	✓		✓	
Minor repairs to plasterwork, such as cracks and small holes (under six inches or 150mm square)	✓			✓
Fireplaces:				
Fireplaces	Block up and vent		✓	

Sweeping chimneys		✓		✓
Staircase				
Staircase, banister and handrails	✓		✓	
Bathroom				
Bath panels (unless part of bath replacement or refurbishment)	✓			✓
Kitchen				
Kitchen cupboards and drawers	✓			✓
Cupboard door catches, handles and hinges	✓			✓
Worktops	✓			✓
Full kitchen refurbishment but only as part of the internal works programme	✓		✓	
Electrical items				
Electrical wiring, socket and light fittings	✓		✓	
Plugs		✓		✓
Electric consumer unit (fuse box)	✓		✓	
Electrical storage heaters, but only if owned by the council	✓		✓	
Electric fires, but only if owned by the council	✓		✓	
Electric meter and supply of electricity		✓		✓
Immersion heater, but only if owned by the council	✓		✓	
Cookers		✓		✓
Extractor fans, but only if owned by the council	✓		✓	
Plumbing				
Water service pipes, overflow pipes and water tanks	✓		✓	
Blocked sink, bath and hand basin waste pipes	✓		✓	
Blocked toilet the first time only unless the drain is faulty	✓		✓	
Replacement taps, stop cocks and wheel valves	✓		✓	
Kitchen tap washers	✓			✓
Sink unit	✓		✓	
Wash hand basin	✓		✓	
Toilet flushing systems	✓		✓	
Toilet seats	OAP & Disabled			✓
Bath or shower tray	✓		✓	
Plugs and chains		✓		✓
Shower, if owned by the council	✓		✓	
Seal to bath and sink unit/tiles joint	✓		✓	
Bleeding of radiators	✓			✓
Gas				
Gas pipe work	✓		✓	
Supply of gas and meter		✓		✓
Gas fires, unless they belong to the tenant	✓		✓	
Gas water heaters	✓		✓	
Radiators, valves, time clocks and thermostats	✓		✓	
Gas Boiler			✓	
Cookers, but only if owned by the council			✓	
Disconnection and reconnection of cookers not owned by the council – if you are uncertain about carrying out such works, please employ a competent tradesperson to ensure your health and safety		✓		✓
Alarms:				
Smoke alarms (when fitted by the council but excluding replacement of batteries)	✓		✓	
Carbon monoxide alarms (only where fitted)	✓		✓	
Home Security				
Extra door and window locks		✓		✓
Security door chains and spy holes		✓		✓
Home energy efficiency				
Draught proofing to windows (unless already provided as part of the window design)		✓		✓
Draught proofing to doors (unless already provided as part of the door design)		✓		✓
Who is Responsible?	Thurrock Council	Thurrock Tenant	Redbridge Homes	Redbridge Tenant
Total number of jobs	71	14	58	29

Repair Comparison LBB

Who is Responsible?	Thurrock Council	Thurrock Tenant	LBB Council	LBB Tenant	Thurrock Notes
Adaptations in the property - Items we have installed	✓		✓		
Anti-mould growth treatment (this will only be applied to the area affected)	✓		✓		
Asbestos Management	✓		✓		
Baths - Replacement (fair wear and tear only)	✓		✓		
Boiler and radiator repairs and replacement	✓		✓		
Boilers - Communal (Repairs Only)	✓		✓		
Canopies (front) - repair	✓		✓		
Ceiling and Wall tiles to communal parts	✓		✓		
Central Heating - Repairs	✓		✓		
Chimney stacks (including removal if uneconomical to repair)	✓		✓		
Collapsible bollards (Communal) - repairs	✓		✓		
Cooker Hood Fan Repairs (if installed by the council)			✓		do not have any
Cooker switch or socket	✓		✓		
Decoration - OAP/ Disabled	✓		✓		
Door Entry Systems (Repairs Only)	✓		✓		
Doors (external) - repair and renewal (including communal doors with the exception of bin compounds)	✓		✓		
Doors (Internal) repair and replacement only where fair wear and tear		✓	✓		*
Door locks (external) - replacement if defective	✓		✓		
Door frames - Repair and renewal	✓		✓		
Door furniture (external) repairs and renewal (If originally fitted by the council)		✓	✓		*
Downpipe repair and replacement	✓		✓		
Drain clearance and CCTV surveys	✓		✓		
Drainage repairs and underground pipes	✓		✓		
Dry Risers (Communal) testing and remedial repairs	✓		✓		
Electric showers (excludes showers installed by the tenant or accepted by tenant through mutual exchange)	✓		✓		
Electrical lateral mains (Communal) - renewal	✓		✓		
Electrical wiring and fittings (unless installed by the tenant or accepted by tenant through mutual exchange)	✓		✓		
Environmental clearances (Pigeons) to Communal areas			✓		Not sure is only ever previously done at area mgrs request,
External brickwork/ Pebble dash	✓		✓		
Extraction fans	✓		✓		
Facia Boards and Soffits	✓		✓		
Fencing repairs/ make safe (only to perimeter/boundary to the rear of the property)	✓		✓		check fence between properties
Fire and Intruder Alarms (Communal) - Inspection and repair	✓		✓		
Flooring removal and replacement of for pest control treatments		✓	✓		*
Floor tiles - replacement of bathroom and kitchen (where already existing)	✓		✓		
Gallows gates (Communal) - Repairs	✓		✓		
Garage lighting (Communal) - Repairs	✓		✓		
Gas servicing (see section on gas servicing for further information)	✓		✓		
Glazing (secondary) repairs (for example misted double glazed units)	✓		✓		
Graffiti - removal	✓		✓		
Guttering repair (and replacement where damp occurring)	✓		✓		
Handrails	✓		✓		
Kitchen cupboards and drawers	✓		✓		
Lamps and bulbs (communal) - replacement	✓		✓		
Lifts	✓		✓		
Lighting external (communal) - repairs	✓		✓		
Lightning Conductors (Communal) inspection and repairs	✓		✓		
Light pendants (unless installed by tenant or accepted by tenant through mutual exchange)	✓		✓		
Light switch	✓		✓		
Loft Access Repairs	✓		✓		
Mechanical Services (Communal) - inspection and repair	✓		✓		
Pathways and main route of access to the property (patch repair only)	✓		✓		
Paving (Estate) - make safe only	✓		✓		
Plastering repairs Internal	✓		✓		
Play Area Maintenance (Communal)	✓		✓		
Plumbing repairs (but not to washing machines or other white goods)	✓		✓		
Refuse chutes - repair and maintenance (including clearing blockages)	✓		✓		
Roof	✓		✓		
Roof lights (if installed by the Council)	✓		✓		
Sanitary ware - toilet pan, cistern, and wash hand basin - repairs/ replacement (fair wear and tear only)	✓		✓		
Sanitary ware - toilet pan, cistern, and wash hand basin - mastic sealing	✓		✓		
Shower trays - repair and replacement (if installed by the Council)	✓		✓		

Smoke alarms - mains wired	✓		✓		
Sockets replacement (unless installed by tenant or accepted by tenant through mutual exchange)	✓		✓		
Stairs and handrails (unless damaged or removed by you)	✓		✓		
Storage heating	✓		✓		
Structure of the building (unless unauthorised alterations have been made by the tenant or accepted by tenant through mutual exchange)	✓		✓		
Taps - Kitchen and Bathroom	✓		✓		
Temporary heating	✓		✓		
Threshold repairs	✓		✓		
Toilets - blocked	✓		✓		
Wash hand basin (Small - finger bowls) installation (where requested and practicable)	✓		✓		
Washing lines (Communal) - repair/replacement	✓		✓		
Water Pumps (Communal) repair and replacement	✓		✓		
Water Testing and remedial repairs to Communal Water Systems	✓		✓		
Windows - repairs/ replacement	✓		✓		
Woodwork Infestation	✓		✓		
Damage caused by you or anyone living with or visiting you		✓		✓	
Damage not caused by normal fair wear and tear		✓		✓	
Appliances, fixtures and fittings installed by you		✓		✓	
Bath, basin and sink plugs and chains		✓		✓	
Baths - Mastic sealing and re-grouting (general maintenance)	✓			✓	*
Battery replacements		✓		✓	
Chimney sweeping		✓		✓	
Cooker or other white goods - Installation or repairs		✓		✓	
Curtain rails		✓		✓	
Damage caused by Forced entry by the police		✓		✓	
Decoration internal (painting and wallpapering)		✓		✓	
Door adjustment to fit floor covering		✓		✓	
Doorbell		✓		✓	
Draught Excluders (internal and external doors)		✓		✓	
Door handles - inside		✓		✓	
Door lock's (any other than above)		✓		✓	
Door Number and nameplate (additional to those provided by us)		✓		✓	
Electricity supply and meter		✓		✓	
Immersion heater (unless installed by us)	✓			✓	All are installed by us *
Gaining entry		✓		✓	
Gardening and trees		✓		✓	
Glazing - replacement (unless authorized by a Council Officer)	✓	✓		✓	We allow 1 per year *
Hat and Clothes hooks		✓		✓	
Hot-water cylinder jacket	✓	✓		✓	All come complete with insulation *
Keys (lost or stolen) including associated lock changes		✓		✓	
Padlocks or similar		✓		✓	
Pest Control		✓		✓	
Plaster Cracks (Minor)		✓		✓	
Plugs and fuses on electrical appliances		✓		✓	
Radiators - bleeding	✓			✓	*
Re-programming control units (heating and hot water)		✓		✓	
Sheds		✓		✓	unless installed by council *
Skirting Boards (unless it is part of other works we are doing)	✓			✓	*
Smoke alarms - battery operated	✓			✓	routinely changed as part of the annual test *
Sockets additional	✓			✓	only if agreed by estate officer *
Tiling (Wall) in Kitchens and Bathrooms	✓			✓	*
Toilet Seat				✓	
TV aerial or satellite dish (unless part of a communal system)		✓		✓	
TV sockets (additional)		✓		✓	
Window catches	✓			✓	*

Repair Comparison Havering

Who is Responsible?	Thurrock Council	Thurrock Tenant	Havering Council	Havering Tenant	Thurrock Notes
structure and exterior of your home	✓		✓		
Drains, gutters and external pipes	✓		✓		
The roof, outside walls, outside doors, window sills, window catches, sash cords and window frames (including necessary external painting and decorating)	✓		✓		
Internal walls, floors (excluding floor coverings), ceilings, doors, door frames, door hinges and skirting boards	✓		✓		
Chimneys, chimney stacks and flues	✓		✓		
Main entrance path	✓		✓		
Plasterwork	✓		✓		
Integral garages and stores	✓		✓		
We arrange to repair and keep in proper working order any installations within your home for heating, water heating and sanitation; and for the supply of water, gas and electricity.	✓		✓		
Basins, sinks, baths, toilets, flushing systems and waste pipes (but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity)	✓		✓		
Electric wiring including sockets, switches and light fittings (excluding bulbs)	✓		✓		
Gas pipes, water pipes, water heaters, fitted fires and central heating installations.	✓		✓		
Removal of radiators for decorating purposes		✓		✓	
Reprogramming heating control units		✓		✓	
replacing hot water jackets to cylinders	✓			✓	*
All sink and basin plugs and chains, toilet seats		✓		✓	
toilet pull chains/handles	✓				*
Fire glass, ash pans, pokers and fire baskets; internal door furniture, locks, handles, wardrobe doors, picture rails, larder shelves,		✓		✓	
airing cupboard shelves,	✓				*
skirting boards and bath panels	✓				*
Changing locks to external doors due to loss of keys		✓		✓	
Window glass - other than provided with double glazed units	✓	✓		✓	We allow 1 per year
Surface fixed draught excluders - including around front entrance doors and windows		✓		✓	*
All hinges and bolts, curtain rails and pelmet boards		✓		✓	
Internal doors sticking which need adjusting and easing		✓		✓	
Floor coverings - other than installed by us		✓		✓	
Clearing blocked sinks, basins, baths, toilets and drains	✓			✓	*
Cultivating the garden which includes planting and maintenance of grassed areas, shrubs and trees		✓		✓	
Maintaining and repairing sheds		✓		✓	unless installed by council
Pest control - minor infestations to internal areas of insects and rodents		✓		✓	
Light bulbs, other than 2D energy lamps within bathrooms		✓		✓	
Gas fires	✓				
chimney sweeping		✓		✓	
Gates - hinges and catches; clothes posts and fitting	✓			✓	*
Internal decorations, including minor cracks.		✓		✓	

Repair Comparison Basildon

Who is Responsible?	Thurrock Council	Thurrock Tenant	Basildon Council	Basildon Tenant	Thurrock Notes
Basildon Council is responsible for structural repairs and maintenance.	✓		✓		
the buildings structure and outside of your home.	✓		✓		
drains, gutters and external pipes	✓		✓		
electric wiring, gas and water pipes	✓		✓		
roof, walls, floors, ceilings, window frames, outside doors	✓		✓		
kitchen and bathroom fixtures - basins, sinks, toilets, baths and showers	✓		✓		
heating equipment	✓		✓		
paths and shared areas	✓		✓		
replacing fuses, plugs and light bulbs (except in shared areas)		✓		✓	
repairs to your own fixtures and fittings		✓		✓	
repairs to your own electrical appliances		✓		✓	
replacing lost keys		✓		✓	
inside decorating		✓		✓	
replacing plugs and chains on sinks and baths		✓		✓	
repairing washing lines and posts (except rotary lines in shared drying areas)		✓		✓	

