

Original Policy	Proposed changes after review
The original repairs policy is Tenant focused in language and content; leaseholders aren't specifically mentioned.	We have included the word 'resident' to refer to both tenant and leaseholders and then only specifically distinguished between tenant and leaseholder as necessary. This is to provide clarity for both tenants and leaseholders.
<p>'Repairs Responsibilities' (section 6). It currently only includes a table identifying the repair responsibilities for tenant and RBKC.</p> <p>There is no leaseholder table to identify what is a leasehold repair responsibility and what is RBKC's.</p>	<p>A leaseholder table has been added to section 6, identifying what is the leaseholder's responsibility to repair and what is RBKC's.</p> <p>This will not be as extensive as the tenant/RBKC table as leases differ unlike tenancy agreements. We refer leaseholders back to their lease/homeownership team for an extensive list of repair responsibilities.</p>
'Types of Repairs' (section 7). Currently there is no inclusion of communal repairs within this section.	A paragraph on communal repairs and what the team covers has been added. It is brief but informative.
'Types of Repairs' (section 7). The adaptations paragraph is tenant focused; leaseholders are not advised on how they can access the scheme.	The adaptations paragraph has been modified to inform leaseholders about how they can also access the service.
'Out of Hours Emergency Repairs' (section 10). This section is tenant focused and did not mention if or how leaseholders could also use the service.	The section now specifies when it would be appropriate for leaseholders to call for an emergency repair.
'Access to property' (section 12). The section is tenant focused in language and content.	The section now mentions leaseholders and how much notice RBKC needs to give as per their lease.
'Home improvements' (section 14). Is tenant focused in language and content.	<p>The section now mentions leaseholders and how they can obtain permission from the home ownership team to carry out alterations.</p> <p>Leaseholders already need to do this as per their lease but now it is specifically mentioned in the policy to inform them of who they need to get in contact with now.</p>
<p>Point 14.3 wood or laminate flooring.</p> <p>Talks about the resident needing to seek permission before altering the flooring and how they will need to change it back at their own expense if noise complaints are made.</p> <p>The Legal Team asked for a clarifying point of what happens if we take up the flooring to investigate a leak for example, hence the proposed change.</p>	<p>We have added in "General wear and tear of laminate flooring is the resident's responsibility. However, in the case of a tenant, if the laminate floor has had to be removed to investigate a leak for example, only the room where we have removed the laminate would be refitted/replaced. The council will try to colour match as closely as possible, but a colour match cannot be guaranteed".</p> <p>This is to make sure that we are clear to the tenant that RBKC will not replace all the laminate flooring in the property, just the room which RBKC took it up in.</p>

