

Housing Repairs Policy – Easy-read



What is this policy about?

- The repairs Camden Council do
- What tenants and leaseholders need to do
- How to report repairs
- How quickly repairs will be done

It helps make sure homes are safe and well looked after



Who is this policy for?

People who rent a home from Camden Council (tenants) and people who own a lease for a Camden Council home (leaseholders)

What some words mean:



- Responsive repairs:
Repairs done after someone reports a problem
- Disrepair:
When something important is broken and makes the home unsafe
- Awaab's Law:
A new law that says repairs for damp and mould must be treated as priority
- Vulnerability:
When someone needs extra help to use services

Who does what?

Camden Council:
Responsible for things like walls, roofs, and shared spaces

Tenants:
Responsible for things like carpets and lightbulbs

Leaseholders:
Responsible for things inside their own flat. Camden fixes shared areas





How to report a repair:

You can report a repair online, by WhatsApp, live chat, SMS, or phone

Emergency repairs are attended within 24 hours

Repair types and times

- Emergency:
Within 24 hours (e.g. no water, serious leaks)
- Urgent:
Within 10 days
(e.g. moderate damp)
- Routine:
Within 35 days
(e.g. dripping taps)
- Planned:
Within 125 days
(e.g. fencing)



Special services



- **Handyperson Service:**
Help with small jobs for older or disabled people
- **Enhanced Tenants:**
Faster appointments for people over 65 or with care packages
- **Discretionary Repairs:**
Extra help in special cases like health risks

Paying for repairs



Tenants or leaseholders may need to pay for repairs caused by themselves, changes made without permission, or lost keys



Damp and mould

- Severe damp:
Make safe or move tenants within 24 hours
- Moderate damp:
Make safe or move tenants within 10 days

Camden will ask about health needs to prioritise repairs.

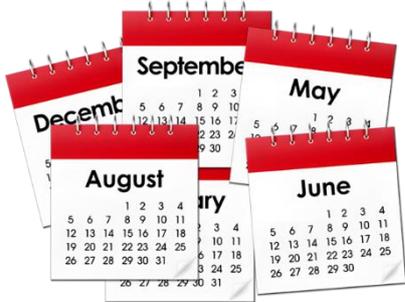


Access for repairs

Tenants must let Camden in to do repairs

If not, repairs may be delayed or cancelled

Camden may take legal action for serious problems



Legal disrepair

If a home is unsafe and Camden hasn't fixed it, tenants can make a legal disrepair claim

Camden will investigate, do the repairs, and check back at 1, 3, 6 and 12 months



Inclusion and support

Camden wants everyone to feel safe and supported

The repairs service follows the Vulnerability Policy and treats everyone fairly



When will the policy be checked?

This policy will be reviewed in October 2026, or sooner if needed

