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# White Goods Policy

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**February 2026 | This policy relates to Elmbridge Borough Council Residential Properties**



**Elmbridge**  
Borough Council

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## 1. Introduction

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This policy sets out our approach to the provision, management, and maintenance of white goods within our general needs and temporary accommodation properties.

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## 2. Scope

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This policy applies to all tenancies of residential properties we own, including:

- General needs housing
- Temporary accommodation (TA) provided for homelessness or emergency housing situations

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## 3. Definition of White Goods

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For the purposes of this policy, 'white goods' include large domestic appliances such as:

- Fridges and freezers
- Washing machines
- Cookers, hobs, and ovens
- Note: portable, electrical devices such as microwaves, kettles, toasters, and other small countertop appliances are excluded.

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## 4. Provision of White Goods

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White goods may be present in a property under the following circumstances:

### **General Needs Housing**

Inherited provision: If white goods are already installed in the property at the point of letting, they will remain available to you as the incoming tenant.

Properties which do not inherit white goods will not be supplied with white goods. We do not have an obligation to provide white goods to your property.

## **Temporary Accommodation**

Standard provision: We will provide white goods as standard in all temporary accommodation properties to ensure basic living standards for you.

Items typically provided include a fridge/freezer and cooker; washing machines may also be included based on property facilities.

## **Differences Based on Property Type**

The white goods provided will differ depending on the property. We will maintain a record of what is present in each property at the time of letting. You will be informed of the specific appliances included in your home as part of the sign-up process or welcome pack, or it may be detailed in your tenancy agreement

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# **5. Responsibilities**

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## **Our Responsibilities**

- Maintain a record of white goods included in each tenancy.
- Carry out safety checks (e.g. PAT, gas safety) where required.
- Undertake repairs or replacements for white goods provided in temporary accommodation.
- In general needs properties, repair or replace white goods only if we provided them and they have not been gifted to you.

## **Your Responsibilities**

- Use all appliances in accordance with manufacturer guidelines.
- Report faults or hazards promptly.
- In general needs housing, if you install your own white goods, you are responsible for their maintenance and removal.
- Where a white good is gifted at the start or during the tenancy, ownership transfers to you upon acceptance, and you will be responsible for its repair, maintenance, and replacement

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## 6. Maintenance and Repairs

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Temporary Accommodation: Maintenance and replacement of white goods is our responsibility.

General Needs Housing: If white goods are already in the property when you move in, we will repair or replace them as needed. However, if you provide your own white goods, or if we did not supply them directly to you, we are not responsible for their maintenance or repair.

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## 7. Health and Safety

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All white goods provided by us will meet relevant UK safety standards. Gas appliances will be checked annually as part of statutory gas safety inspections. Electrical goods will be subject to Portable Appliance Testing (PAT) where appropriate.

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## 8. End of Tenancy

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You must not remove white goods supplied by us from your property. Any appliances left behind at the end of your tenancy will be assessed for reuse, safety, or disposal in line with waste and recycling regulations.

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## 9. Additional Help

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If you need white goods and are unable to source these yourself, our Managing Agent will take reasonable steps to support you. This includes signposting you to relevant charities, local authority schemes, community partners, and funding opportunities that may be able to provide or subsidise essential household appliances.

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## 10. Monitoring and Review

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This policy will be reviewed every three years or sooner if required due to legislative changes or operational needs. Responsibility for monitoring its implementation lies with our Housing Services team.