

# Repairs and Maintenance Policy



Reference:	HS_POL_ASM_RMP_2.3	Author:	Steve Young – Head of Repairs
Scope:	All property assets owned by Housing Solutions	Approved by:	Board
Legislation:	<div><div></div><div><div><div>1. Landlord and Tenant Act 1985</div><div>2. Homes (Fitness for Human Habitation) Act 2018</div><div>3. Housing Health &amp; Safety Rating System Regulations 2005.</div><div>4. Defective Premises Act 1972</div><div>5. Environmental Protection Act 1990</div><div>6. Health &amp; Safety at Work Act 1974</div><div>7. Control of Asbestos Regulations 2012</div><div>8. Service Charges Regulations 2003</div><div>9. The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994</div><div>10. Construction (Design &amp; Management) Regulations 2015</div><div>11. Decent Homes Standard</div><div>12. Minimum Energy Efficiency Standard</div><div>13. Management of Health &amp; Safety at Work Regulations 1999</div><div>14. Fire Safety (England) Regulations 2022</div><div>15. Authorities (Compensation for improvements) Regulations 1998</div><div>16. Common hold and Leasehold Reform Act 2002</div><div>17. Control of Substances Hazardous to Health</div></div></div></div>	Date of approval:	22nd November 2023

- Regulations 2002
- 18. Regulatory Reform (Fire Safety) Order 2005
- 19. Building Regulations 2010
- 20. Equality Act 2010
- 21. Fire Safety Act 2021
- 22. Homes Standard 2012

**Regulatory/  
Governance:**

Regulator of Social Housing Home Standard

**Date of next review:**

22<sup>nd</sup> November 2026

**Related  
Policies:**

1. Asset Management Strategy
2. Procurement Policy
3. Aids and Adaptations Policy
4. Access Policy
5. Complaints & Compliments Policy
6. Empty Homes Policy
7. Standing Orders and Financial Regulations
8. Fire Safety Policy
9. Gas Safety Policy
10. Electrical Safety Policy
11. Asbestos Management Policy
12. Water Hygiene & Legionella Policy
13. Vulnerable Customers Policy
14. Mutual Exchange Policy
15. Planned Maintenance Policy
16. Equality and Diversity Policy
17. Tenancy Policy
18. Recharge Policy

## 1. Policy Statement

- 1.1 This policy is aligned to our corporate strategy of creating Safe, Satisfied, and Sustainable homes for residents.
- 1.2 This policy defines our commitment, standards and approach to delivering an excellent repairs and maintenance service for our residents by clearly setting out for all parties the following objectives:-
  - Keeping residents safe in their home.
  - Ensuring homes are 100% compliant with all relevant legislation.
  - Safeguarding the future of homes, providing cost-effective repairs, and a flexible

and responsive maintenance service taking full account of the Home Standard.

- Supporting investment in our housing estates & homes.
- Completing and maintain a full stock condition survey, renewed on a rolling three-year cycle.
- Providing value for money services and continual improvements to our repairs service.
- Protecting the environment and addressing fuel poverty.
- Supporting residents, especially those that are vulnerable.
- Providing easy to access and up to date information on the status of repairs.

## 2. Scope

- 2.1 This policy covers all emergency, responsive, void, compliance and planned works managed by our Asset Management team whether undertaken by directly employed operatives or external contractors.
- 2.2 It is the overarching guide to repairs and maintenance of all homes and associated areas owned by Housing Solutions whether wholly or in part, subject to individual leasing or other relevant management agreements.
- 2.3 It will ensure our properties are maintained in line with regulatory standards and our long-term investment programme.
- 2.4 This policy relates to all residential tenure types, subject to individual leasing and contractual agreements. This includes the communal areas, services and structures of buildings which include leaseholder properties that we own and/or manage.

## 3. Roles and Responsibilities

Role / Team	Responsibilities
Board	<ul style="list-style-type: none"><li>• Responsible for approving and supporting this policy, including any amendments to it</li></ul>
Executive Team	<ul style="list-style-type: none"><li>• To support and ensure the proper application of this policy.</li></ul>
CEO	<ul style="list-style-type: none"><li>• To support and ensure the application of this policy.</li><li>• Ensure suitable long-term investment into the repairs service.</li></ul>
Executive Director of Property & Development	<ul style="list-style-type: none"><li>• To ensure full implementation of the policy</li><li>• Ensure the availability of adequate funds to deliver the service.</li></ul>
Assistant Director of Property Services.	<ul style="list-style-type: none"><li>• To ensure full implementation of this policy.</li><li>• Be accountable for colleague training, budgetary controls, engaging with involved residents, and managing continuous improvement.</li><li>• To ensure all work is carried out safely within the company standing orders.</li><li>• Ensure the service takes account of resident feedback and requirements</li></ul>

<b>Fire, Health and Safety Manager</b>	<ul style="list-style-type: none"> <li>• To act as the appointed Responsible Person for compliance with all relevant fire and health &amp; safety legislation.</li> <li>• To ensure that the organisation effectively manages all aspects of fire safety in line with the requirements of the Regulatory Reform (Fire Safety) Order 2005, the Fire Safety Act 2021 and the Fire Safety (England) Regulations 2022.</li> <li>• Ensuring all fire risk assessments are completed and that all remedial work identified is completed within the required timeframe.</li> </ul>
<b>Compliance Manager</b>	<ul style="list-style-type: none"> <li>• Responsible for planning and delivering the programme of</li> <li>• works for compliance-based maintenance as set out in table 6.36.</li> </ul>
<b>Surveying Services Manager</b>	<ul style="list-style-type: none"> <li>• Responsible for the planned programme of works delivery for replacements such as kitchens, bathrooms, doors, windows, roofs, major repairs, fire safety improvement projects, adaptations, alteration requests, energy performance and compliance with Decent Homes Standards and disposals.</li> </ul>
<b>Head of Repairs</b>	<ul style="list-style-type: none"> <li>• Responsible for the delivery and management of the responsive repairs service on a day-to-day basis.</li> <li>• To effectively manage the direct labour organisation (DLO) and contractors.</li> <li>• To ensure VfM in the delivery of the responsive repairs service.</li> <li>• Ensure KPI performance is achieved.</li> <li>• To ensure the safety of all team members and residents in the delivery of the service.</li> </ul>
<b>Procurement Team</b>	<ul style="list-style-type: none"> <li>• To engage independent contractors for specialist planned maintenance, compliance preventative maintenance and improvement works.</li> <li>• To ensure compliance with procurement legislation and company standing orders.</li> </ul>
<b>Commercial and Contracts Transformation Manager</b>	<ul style="list-style-type: none"> <li>• To provide VfM to services delivered.</li> <li>• To control and mitigate contractual risk.</li> <li>• To provide management and repairs data to control spend and quality of materials.</li> <li>• To undertake effective contractor management</li> </ul>
<b>Supervisors</b>	<ul style="list-style-type: none"> <li>• To directly manage the work issued and carried out by the DLO and contractors.</li> <li>• To ensure consistent quality via spot check and post inspections by both the DLO and our contractors.</li> <li>• To be the first point of contact for residents and colleagues for the repairs service.</li> </ul>

<b>Works Planning Team</b>	<ul style="list-style-type: none"> <li>• To effectively plan DLO diaries to ensure maximum productivity in attending repairs.</li> <li>• To ensure contractors are held to account for works to be completed within due dates specified.</li> <li>• To undertake Control of Works in Progress (WIP) within optimal levels</li> </ul>
<b>Compliance Coordinators</b>	<ul style="list-style-type: none"> <li>• To coordinate the work for compliance-based works, including any repair(s) identified during visits.</li> </ul>
<b>Digital Contact Centre</b>	<ul style="list-style-type: none"> <li>• To log emergency and responsive repair requests received from residents via email, phone and the Housing Solutions app or our resident portal.</li> </ul>
<b>Housing Officers</b>	<ul style="list-style-type: none"> <li>• To carry out effective estate inspections, ensuring the internal and external communal areas on our estates remain safe and well-maintained.</li> </ul>
<b>DLO and contractors</b>	<ul style="list-style-type: none"> <li>• To ensure they are always working in a safe and appropriate manner, following all health and safety advice, guidance and risk assessments in place.</li> <li>• Ensuring wherever possible works are completed on the first visit.</li> <li>• To work with our residents to positively resolve all repair maintenance issues.</li> </ul>
<b>Surveying Team</b>	<ul style="list-style-type: none"> <li>• To effectively deliver planned maintenance programmes.</li> <li>• To work with our residents on more complex repairs.</li> <li>• To offer guidance on dealing with Damp and Mould.</li> <li>• To provide specialist support and management of any potential cases of disrepair.</li> </ul>
<b>External Health and Safety Consultant</b>	<ul style="list-style-type: none"> <li>• Ensuring independent review of the repairs service, always ensuring safe operation.</li> </ul>
<b>External Technical Auditors</b>	<ul style="list-style-type: none"> <li>• To provide independent assurance to the quality control of works completed, ensuring compliance and a high standard of repair.</li> </ul>

## 4. Repairs Budget

- 4.1 The Repairs service is required to operate within specified budget constraints. The new budget is set in April each financial year. The repairs budget is monitored regularly throughout the year by the designated budget holders within the Asset Management directorate. This will help ensure consistent and efficient financial control with decision making as and when necessary to regulate expenditure against the budget.

## 5. Repair Responsibilities

- 5.1 Housing Solutions will provide a flexible, accessible and cost-effective repairs service to all our eligible residents in order to comply with both our statutory obligations and this policy.
- 5.2 Repairs and improvements as set out within Appendix 2 will be focused on ensuring all of our homes are safe and secure and that the structure, services, component and

public area boundaries are maintained to a good standard, in-line with current regulations, and free from dis-repair.

- 5.3 Residents and their guests are expected to treat their homes and the communal areas with respect and In line with our Tenancy Agreements and Policies, Damage caused by willful, or inappropriate behavior will be subject to a recharge cost as set out within this policy.
- 5.4 Residents obligations include the undertaking of minor repairs and maintenance within their home which fall outside of Housing Solutions responsibility. Details of specific Resident responsibilities are included within Appendix 2, but this is not intended to be an exhaustive list
- 5.5 All tradespeople acting on behalf of Housing Solutions will treat residents homes with respect, ensuring work is completed in a safe, clean and appropriate way. In order for repairs to be completed safely, residents must ensure that their home is suitably clean, free from obstructions and hazards that may impede the work. We reserve the right to reschedule the work if this is not the case.
- 5.6 Housing Solutions will respond to requests for repairs based upon a priority system as detailed within this policy. Full account will be taken of all known vulnerabilities of the resident relevant to the situation.
- 5.7 Housing Solutions will provide advice, guidance and support on the safe use of homes and how to ensure a positive experience, residents must adhere to this advice at all times.
- 5.8 Despite the best efforts of Housing Solutions and our partners, sometimes events occur outside our control. It is therefore important for all residents to have suitable home insurance cover in place to protect their belongings.

## **6. Repairs in newly built homes**

- 6.1 We will ensure that the repairs outlined above will also apply in cases where a defect arises in a newly built home. However, in these circumstances for a period after the property is handed over to Housing Solutions and resident first moves in, it is normally necessary for the contractor who built the property to investigate and remedy the defect. In these circumstances it is not always possible to complete works to the time periods outlined in this policy.
- 6.2 The new homes benefit from a 12-month defects period where repairs to faulty materials or workmanship will be the responsibility of the Developer to repair. The timescales to complete these repairs follow those outlined in the policy.

## **7. Shared Ownership**

- 7.1 New build shared ownership homes benefit from a 12-month defects period from the date of handover from the Developer. Details of the actions and support provided by Housing Solutions is set out in a separate, dedicated policy for shared Ownership.

## **8. Disrepair**

- 8.1 Housing Solutions has a statutory obligation to keep our properties in a good state of repair. Housing Solutions repairs service serves to mitigate against any potential disrepair. Residents, staff, and contractors must promptly report to Housing Solutions any repairs that we are responsible for. Housing Solutions staff and contractors are expected to notify the relevant teams promptly where a disrepair issue is raised or anticipated.
- 8.2 Housing Solutions cannot be held legally liable for disrepair until we have been

notified of the need for a repair and have had a reasonable period to undertake the required repairs. Any claims for disrepair will be dealt with in line with our Disrepair procedure. Housing Solutions remain completely committed to ensuring all our homes are free from dis-repair and we would encourage all our residents to contact us as soon as any repair requirements become apparent.

## **9. Pests**

9.1 It is the resident's responsibility to deal with any pests in their own properties. This includes but is not limited to vermin, birds and insects. However, Housing Solutions will deal with infestations that are due either to:

- A defect in the property allowing entry to the pest or providing an environment which causes it to spread or thrive
- The infestation having clearly spread from a communal area.
- It is part of a wider infestation affecting multiple properties in a block
- Where Housing Solutions deals with infestations which arise from a residents lifestyle, we reserve the right to recharge the resident for the cost of the works.
- When residents report pest problems to us we will recommend appropriate action to them.

## **10. Residents who may pose a risk to employees or contractors**

10.1 Where we are aware of any warnings, via our red flag system about the occupants of a property, we will share relevant information with our employees and contractors. This will be done in line with our Data Protection policies and procedures. Appropriate steps to protect visitors to the home such as visits in pairs may be adopted as necessary.

## **11. Definitions**

11.1 Response times:

**All our responsive repairs will fall under three categories:**

- **An emergency 4-hour response**
- **An urgent 3-day response**
- **A suitable appointment at the convenience of the resident within 21 days**

11.2 Repair appointments: We will provide an appointment service for responsive repairs carried out by our in-house maintenance and contractor teams where access to a property is required

11.3 Vulnerable residents: Our approach to vulnerability is set out in detail in our Vulnerable Customers Policy. We include in our description of vulnerability, young people under 18; people in need of community care and support services and anyone who experiences difficulties with everyday living or needs additional support to meet their obligations. In shaping and delivering services to vulnerable people we will use a partnership approach building strong relationships with support agencies, developing service level agreements where appropriate, to ensure an effective response to the needs of vulnerable residents

11.4 Responsive repair: A responsive repair is a task raised by our internal teams or reported by, or on behalf of a resident. A responsive repair is a task to facilitate the repair, replacement or adaptation of an existing asset or element of a larger component.

11.5 Communal repairs: A repair, for a shared common area, that can be reported by

residents, staff or other members of the public.

- 11.6 Planned Maintenance: Planned maintenance repairs are carried out either following a responsive repair which has been made safe or based on information from the Stock Condition Survey. More detail on Planned Maintenance can be found in our Planned Maintenance Investment Policy.
- 11.7 Compliance preventative maintenance: compliance preventative maintenance repairs are required to maintain equipment and services for health and safety purposes or for efficient operation of equipment.
- 11.8 Void repairs: take place before a new resident moves into the property, or when no one is occupying the property. This could be a new or improved property, where a previous resident has given notice, an abandoned property or a property becoming vacant following the death of a residing resident. More detail on void repairs can be found in our Empty Homes Policy.
- 11.9 Stock condition survey: A stock condition survey allows us to collect information relating to the Government's Decent Home Standard, and about the property in general. This is used to identify and programme future replacement works.
- 11.10 Quality assurance: To attend during or after works have been completed to ensure the repair is of high quality and the monitoring of value for money.
- 11.11 Qualifying improvements: Residents may have the right to claim compensation from us at the end of their tenancy, for qualifying home improvements.
- 11.12 Rechargeable repairs: A rechargeable repair is deemed where Housing Solutions reserves the right to charge their residents for damage caused by neglect, willful damage or misuse.
- 11.13 Works order variation: A set amount that orders issued can be varied by, to allow completion, subject to current standing order guidance.
- 11.14 Mutual exchange: A mutual exchange is when residents of the same or alternate housing associations exchange properties.
- 11.15 National Housing Federation (Natfed) schedule of rates: a comprehensive technical specification with a fully specified schedule of rates for repairs.
- 11.16 Cyclical Maintenance Engineer (CME): we offer a CME service to our care, supported and sheltered residents, offering regular visits to complete the maintenance to these properties.
- 11.17 Scrutiny & Improvement Team (SIT): a group of involved Housing Solutions residents who work in partnership with us to improve our services and hold us to account as a landlord.
- 11.18 Boundary fence: Any Housing Solutions fencing abutting the road or public footpath
- 11.19 Dividing fence: Any Housing Solutions fencing separating a property from a private neighbouring property or properties

## **12. Legislation**

- 12.1 Housing Solutions will ensure that we remain compliant with the legislation and guidance set out on page 1 of this policy. We will also ensure that we remain up to date with any changes in legislation, guidance and best practice.

## **13. Delivery of Service**

### **Reporting of repairs**

- 13.1 Housing Solutions will maintain a dynamic, live system for the reporting of repairs and emergency situations by our Residents and other stakeholders. The pathway to



reporting a repair will be continuously reviewed in order to ensure it accommodates the differing needs of our residents.

13.2 The use of new and innovative technology is a central pillar of our Corporate Strategy and as such raising a repair with access to a real time appointment diary via digital means such as our website, resident portal and bespoke app will be a central offering for those with appropriate levels of digital access.

13.3 For residents where a digital format is not their preferred choice or where digital access is challenging, more traditional routes via our 24-hour contact Centre will remain available.

Our emergency repairs service can be accessed by all Residents 24 hours a day, throughout the year via our Digital Contact Center and the Housing Solutions app.

### **Repair Appointments**

13.4 The routine repairs service is delivered via a comprehensive and flexible dynamic appointment system based on the following time slots throughout the day. Appointment for all directly delivered routine repairs can be selected and agreed in real time at the first point of contact with either a Housing Solutions team member or via our digital platforms.

- |               |                             |
|---------------|-----------------------------|
| <b>13.4.1</b> | First call 8am to 10am      |
| <b>13.4.2</b> | A.M. 8am to 1pm             |
| <b>13.4.3</b> | P.M. 12.30pm to 5pm         |
| <b>13.4.4</b> | School Run – 10am to 2:30pm |
| <b>13.4.5</b> | All day – 8am to 5pm        |
| <b>13.4.6</b> | End of day – After 4.30pm   |

13.5 In the unlikely event that a pre-determined appointment cannot be attended by a Housing Solutions operative, the resident will be contacted by the planning team as soon as possible. A new appointment will be arranged at the resident's convenience.

13.6 Missed appointments – residents may be recharged in accordance with our Recharge Policy if upon arrival as per the agreed appointment there is no access to the property.

For the delivery of more specialist works where an external contractor is required, we will work closely with our specialist contractors who will make appointments direct with our residents to ensure a seamless service. All information shared with contractors will be shared in strict accordance with our Data Protection policies.

### **Response times**

13.7 The table in Appendix 1 lists all works to be attended to within 4 hours. A list is also included for repairs to be attended to within 3 days for non-emergency but urgent repairs. All other repairs are to be undertaken via a suitable appointment.

13.8 As per our resident Tenancy Agreement, all our residents have an obligation to allow access for essential repairs and compliance works such as annual landlord gas safety checks.

### **Responsive maintenance delivery**

13.9 Our maintenance engineers will adopt a "Right First Time" approach, endeavoring to complete a repair in one visit to the property. Where it is not possible to complete the repair on the initial visit, the engineer will arrange a second appointment convenient

for the resident before leaving the premises.

- 13.10 For repairs that require two visits from the outset e.g. where a first appointment might measure up so that we can source specific materials such as glass, we will endeavor to notify the resident at the time of booking the appointment.
- 13.11 Void works are carried out when a property is vacated. Works completed meet the void standard, along with compliance checks, as set out in our Empty Homes Policy.
- 13.12 Communal repairs are carried out to the exterior and shared area of the block. All residents including Leaseholders are able to report responsive repairs for communal areas, such as communal corridors of their home (providing it is shared with other Housing Solutions residents and in the control of Housing Solutions’).
- 13.13 We facilitate the provision grant-funded major adaptations by the local authority and we directly fund minor adaptations. Please see our Aids and Adaptation policy for further details.

### **Mutual exchange**

- 13.14 Residents with an assured tenancy have the right to carry out a mutual exchange providing they have met all the criteria in the Mutual Exchange Policy. A property inspection is then undertaken by the Housing Teams to determine any repairs to be undertaken by the outgoing resident before we permit the exchange, in addition to the gas and electric check.
- 13.15 All parties will be notified in writing prior to the exchange of their responsibilities with regards to repairs and will receive notification of any planned works scheduled for either property.

### **Rechargeable Repairs**

- 13.16 Housing Solutions reserves the right to recharge residents for any works caused as a result of neglect, willful damage or misuse (including accidental damage) by a resident, their family or their visitors. We will also recharge residents for works listed as resident responsibility in section 3 of this policy and any works highlighted between tenancies to correct any neglect, willful damage, misuse (including accidental damage), and unauthorised alterations to the property during the tenancy and for the removal of items left in the property. All repairs will be charged at the current version Housing Solutions are using under Natfed rates.
- 13.17 Where practicable, a £50 deposit will be requested for rechargeable repairs. All rechargeable repairs will be payable 30 days from the date the invoice is sent to the resident.
- 13.18 We also recharge residents for the misuse of the emergency call out service, to the value of £25

### **Missed appointments**

- Where we have confirmed an appointment and on attendance there is no access we will recharge the resident for this missed appointment, to the value of £15
- Where a resident refuses access for essential repairs, Housing Solutions will use appropriate methods to ensure the completion of all necessary work, in line with the Health & Safety Policy and/or Tenancy Agreement.

## **Compensation**

- 13.20 Our residents may have the right to compensation where we have failed to repair or replace a qualifying repair within the completion target time. In the event that we should fail, after receiving notification, to complete the qualifying repair, the resident will be entitled to compensation of £10 plus £2 per day (up to a maximum of £50) for every day the repair remains incomplete. Qualifying repairs can be found in The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994 and Housing Solutions Compensation Policy.
- 13.21 Residents can also seek compensation for a missed appointment where no reasonable notice of cancellation has been given. The missed appointment charge is also reflected towards Housing Solutions in the event that a resident misses an appointment where no notification is given prior to our engineer's arrival. The standard charge of this is £15 for both residents and Housing Solutions.
- 13.22 We will offer compensation for use of fan heaters and dehumidifiers (where these are necessary as part of any repair) at a rate of £5 per day to contribute towards additional utility costs.
- 13.23 All compensation payments will be made in line with the Compensation Policy.
- 13.24 The right to compensation may not apply where the resident has failed to provide access for an inspection for the qualifying repair to be carried out.

## **Insurance claims**

- 13.25 Housing Solutions maintains buildings insurance which covers building defects, but not residents contents. Claims for damage to residents or other third-party possessions will only be considered where there is clear legal liability.
- 13.26 In other circumstances it is the responsibility of the resident to make a claim under their home contents insurance. For this and other reasons we encourage all residents to obtain home contents insurance.

## **Planned Investment Works**

- 13.27 To ensure we continue to provide high quality homes for our residents in the future our long-term property investment programme is designed deliver on our commitment to ensure 100% decent homes and 100% compliance across all tenure types. More than that, we aim to ensure our homes meet the expectations of our residents.
- 13.28 To ensure coherent planning and value for money, we have a comprehensive investment programme for major components of our homes. This includes kitchens, bathrooms, windows, doors, roofs, boilers etc. This is based upon a long term investment strategy over a 30 year period, driven in part by the following component lifecycle periods.

<b>Kitchen</b>	<b>20 Years</b>
<b>Bathroom</b>	<b>30 Years</b>
<b>External doors</b>	<b>30 Years</b>
<b>Windows</b>	<b>30 Years</b>
<b>Roofs/Rainwater goods</b>	<b>60 years</b>
<b>Boiler</b>	<b>15 Years</b>

13.29 Our programmes cover both component replacement, based upon the above pre-determined lifecycles, and building fabric repairs identified by a comprehensive and ongoing stock condition survey programme.

13.30 The rolling programme of surveys is based upon a 3-year cycle taking into account the nature of the buildings themselves as well as input from resident consultation, maintenance staff recommendations and responsive repairs recorded on our systems.

13.31 The estimated lifecycles of these components can be extended and amended based upon the judgement of our stock condition surveyors or members of the asset services team as well as part of a wider smoothing exercise applied to the programme to ensure relative consistency in the annual investment levels and budget.

13.32 Further details of our Planned Investment Works can be found in our Planned Maintenance Investment Policy.

### **Compliance Preventative Maintenance**

13.33 In addition to the above investment programmes the Asset Management team manage a wide range of planned preventative servicing inspections for which we are responsible. This inspection and servicing regime ensures the safety and efficient operation of these important systems.

13.34 The table below captures our inspection and servicing regime:

<b>Area</b>	<b>Frequency</b>
Gas (LGSR)	Annually
EICR test	5 yearly
Lift testing	Quarterly
Lift insurance inspections	6 monthly
Legionella sampling	Annually
Legionella risk assessments	Biennial
Fire risk assessments	Annually or as required
Fire alarm maintenance	Various (3/6 monthly)
Fire equipment such as: fire blankets, hose reels	Annually
Air conditioning	6 monthly
Emergency lights	Annually
Dry risers	6 monthly
Vents	Annually
Sprinkler systems	6 monthly
Sewage pumps	Quarterly
Air source heat pump servicing	Annually
Electronic doors, gates and roller shutters	Annually
PAT testing	Annually
Lightning protection	Annually
Door entry system	Annually
Fall arrest system	Annually

Area	Frequency
Equipment in care/ supported homes: Tumble dryer duct cleaning Warden call system Bed pan washers Kitchen equipment servicing, including filters, extraction cleaning Deep cleaning Laundry equipment Nurse call systems	Annually
TMV testing	Annually
PHA equipment servicing (adapted baths, hoists)	Annually
Play areas	Monthly And Quarterly

13.35 Compliance preventative maintenance is organised by the compliance coordinators in asset management and is organised in advance of the servicing becoming due.

13.36 The compliance preventative maintenance programme is organised, monitored and recorded by a dedicated team within the asset management department with assurance provided to the wider organisation via monthly reporting on all compliance-based work streams

13.37 Any works arising from such service / inspection will be scheduled for completion by the compliance coordinators.

13.38 For more information about technical servicing or detailed procedure of a service please see the related policies, Fire Safety, Gas Safety, Electrical Safety, Asbestos Management and Water Hygiene and Legionella Policies.

### **Quality Assurance**

13.39 Housing Solutions will carry out post inspections on 5% of all responsive and compliance repairs in addition to 100% of all voids and 75% planned works to ensure that they have been carried out to a high quality and to monitor value for money.

13.40 Of those inspections required for responsive, compliance and planned there will be an element of random selections based on completions. Remaining inspections will be driven by last month's quality and resident satisfaction surveys, along with high value repairs.

13.41 Additionally, a post-inspection will be undertaken whenever a stakeholder notifies us that the quality of workmanship is unacceptable. This will be undertaken by the relevant supervisor/surveyor as detailed above.

13.42 Housing Solutions follow the NatFed specification of workmanship and materials guide as included with the version 7 schedule of rates to ensure quality control.

13.43 Asset Management work with the Procurement Team to tender works to contractors and suppliers for maintenance works and materials to be supplied, continually working with suppliers to ensure the VFM is achieved on all materials.

## **Damp and Mould**

13.44 We have a dedicated Damp, Mould, and Condensation team to undertake both surveys and remedial works to ensure our homes remain free from dampness and Mould. We provide our residents with information regarding damp and mould through the following:

- When residents report an issue with damp and mould, we will give them advice over the telephone through our Resident Contact Centre.
- When required we will visit the affected properties to determine the cause and advise/take action accordingly
- We have published an information document as a useful guide on the effects of Damp and Mould and what can be done to prevent it. The guide is issued upon sign up to a new home and when residents report issues to us.
- Further information is available on our webpage
- As part of an ongoing commitment to understand the quality of our homes a condition survey will be completed every three years including a HHSRS assessment for damp and mould issues.

## **14. Leaseholders and Homeowners repairs service**

14.1 Following consultation with our SIT panel, Housing Solutions recognise that our shared owners, leaseholders, and homeowners wish to access the use of a qualified and trusted maintenance operative. We are therefore able to offer the use of our repairs service to these residents using the below pricing guidance:

<b>Hourly rate for all trades</b>	<b>£52 per hour* Minimum 1 hour charge</b>
<b>Emergency attendance fee on top (within 4 hours)</b>	<b>£35 one off charge</b>

**All prices and services are subject to VAT on top. \*Rounded to the nearest half hour, and dependent on the availability of our maintenance operatives.**

## **15. Resident Service Commitment**

**We will:**

- Offer a high quality and efficient service;
- Keep you informed and involved, and help you have your say; listen to your feedback.
- Provide value for money housing and services;
- Treat you with respect and offer a courteous and helpful service;
- Make sure our services are easily accessible and understandable;
- Communicate with you in the most appropriate way to meet your needs
- Make every effort to give you advance warning and tell you the reason if we are unable to keep an appointment
- Consider the environmental impact of the work we do.
- Manage complaints in a timely manner

**When we visit your home we will:**

- Always show our identification
- Book an appointment at a reasonable time of the day unless we have agreed a specific appointment with you
- Keep you informed if further works are required and book these with you when attending your home
- Ensure the working area is left safe, clean and tidy

**When we get things wrong we will:**

- Apologise
- Aim to put things right as soon as possible
- Keep you informed at all times
- Through our Complaints Policy aim to learn from our mistakes, to improve the services we provide

**What we require from our Residents:**

- Report all repairs to Housing Solutions as soon as they arise
- Provide Housing Solutions and our contractors access to their home at the agreed appointment time
- Ensure the work area is accessible and free from any personal items that may hinder works
- Pets to be kept in a separate area to where the work takes place
- Refrain from vaping or smoking in the vicinity where work takes place
- Treat all our staff and contractors with dignity and respect

A full list of resident repair responsibilities can be found in Appendix 2

## **16. Vulnerable residents**

Housing Solutions will provide a fair and equitable service to all our residents and within the guidelines set out within the Equality and Diversity policy. Our Vulnerable Customer Policy defines those who may require additional support in accessing our services. We will make all reasonable adjustments for these individuals in the delivery of our service and endeavor to accommodate their specific needs and those of their support network throughout the process of completing any repairs.

## **17. Consumer standards**

This policy meets the requirements of the Regulator of Social Housing Standards, in particular the Governance and Financial Viability standard regarding compliance with relevant legislation, regulatory

requirements and accountability.

## **18. Equality & Diversity**

- 18.1 Housing Solutions recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy, and the Equalities Act 2010. Housing Solutions works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. Housing Solutions will record, analyse and monitor information on ethnicity, vulnerability and disability in line with our Equality, Diversity and Inclusion Policy.

## **19. Confidentiality**

- 19.1 Under the Data Protection Act 2018 and the UK General Data Protection Regulation (UKGDPR) 2021, all personal and sensitive organisational information, however received, is treated as confidential. This includes:
- 19.2 Anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
- 19.3 Sensitive organisational information.
- 19.4 Housing Solutions employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

## **20. Review and ongoing monitoring**

- 20.1 This policy will be reviewed on a 3 yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions' policy.
- 20.2 All items in this policy will be subject to Housing Solutions Resident Involvement Strategy. All significant repair matters affecting residents' homes or their neighborhood will go before the Service Improvement Team which is formed of mainly residents and the Head of Repairs. The information collected from the residents' feedback is investigated and analysed by the Business Improvement team to see if this could be done differently or more effectively.
- 20.3 Housing Solutions uses Key Performance Indicators (KPIs) to monitor and benchmark its services and performance against set criteria and standards. KPIs are reviewed annually in line with performance with an assumption that performance will continually improve. Our current KPIs include:
- 20.3.1 Percentage of Emergency Repairs completed within target (4 hours)
- 20.3.2 Percentage of Routine Repairs completed within target (21 days)
- 20.3.3 Percentage of residents satisfied with most recent responsive repair
- 20.3.4 Percentage of quality inspections completed
- 20.3.5 Percentage of responsive repairs completed on first visit
- 20.3.6 Percentage of repairs logged via the portal or app
- 20.3.7 Number of homes made decent
- 20.8.8 Total cost of void works
- 20.3.9 Number of working days to complete a minor and a major void



20.3.10 Number of residents satisfied with the condition of the property when moving in

Number of properties with a valid gas safety certificate

- 20.4 Housing Solutions reports on KPIs on a monthly basis to Senior Managers and the Executive Team. Performance is reported quarterly to our Board and to residents.
- 20.5 Regular reports will be submitted to provide assurance to the Executive Team and Board members detailing performance in relation to commissioning and managing the repairs service. This is to ensure that objectives and targets are achieved.
- 20.6 Any specific and significant risks regarding the repairs service will be highlighted and managed via the operational risk register.
- 20.7 Housing Solutions will ensure that all repairs responsibilities, relevant Policies, reporting methods, service standards and all other relevant information is readily available to all its residents in easily readable format.

## 21. Appendices

**Appendix 1:** Priorities and response times for general needs homes and independent living schemes.

Emergency - Respond within 4 hours
<ul style="list-style-type: none"><li>Where premises are unsafe following vandalism or hate crime, Domestic Abuse, immediate threat of harm or concerns for welfare</li></ul>
<ul style="list-style-type: none"><li>Blocked drains forcing water back up into the wash basin, bath, sink or only toilet</li></ul>
<ul style="list-style-type: none"><li>No drinking water supply</li></ul>
<ul style="list-style-type: none"><li>No heating or hot water between 30 September and 31 March</li></ul>
<ul style="list-style-type: none"><li>Total loss of power (electricity)</li></ul>
<ul style="list-style-type: none"><li>Gas leak</li></ul>
<ul style="list-style-type: none"><li>Unsafe power supply, lighting sockets or electrical fittings</li></ul>
<ul style="list-style-type: none"><li>No total lighting on shared staircases</li></ul>
<ul style="list-style-type: none"><li>Storm, accident, or flood damage to the building</li></ul>
<ul style="list-style-type: none"><li>Lift breakdown (if only lift)</li></ul>
<ul style="list-style-type: none"><li>Make safe broken glass where there is a security or injury risk</li></ul>
<ul style="list-style-type: none"><li>Removing obscene and racist graffiti from shared areas</li></ul>
<ul style="list-style-type: none"><li>Security issue with windows and doors (possible public access only)</li></ul>
<ul style="list-style-type: none"><li>Faulty fire alarm (communal/domestic)</li></ul>
<ul style="list-style-type: none"><li>Unable to exit communal fire escape</li></ul>
<ul style="list-style-type: none"><li>Carbon Monoxide alarm activation</li></ul>
<ul style="list-style-type: none"><li>Extreme weather (frozen pipes, wind damage, high temp)</li></ul>

Urgent - Respond within 3 days
<ul style="list-style-type: none"><li>No electricity to part of your home (Essential facilities effected will be an E4)</li></ul>
<ul style="list-style-type: none"><li>No water supply to part of your home</li></ul>
<ul style="list-style-type: none"><li>No flushing toilet if not the only toilet in property</li></ul>

<ul style="list-style-type: none"> <li>• No heating or hot water between 1 April and 30 September (Vulnerability will be taken into account)</li> </ul>
<ul style="list-style-type: none"> <li>• Door entry system not working (isolate supply to allow free access)</li> </ul>
<ul style="list-style-type: none"> <li>• Tap you cannot turn off</li> </ul>
<ul style="list-style-type: none"> <li>• Banister, grabrail or handrail that is loose or has come away</li> </ul>
<ul style="list-style-type: none"> <li>• Defective flooring including stairs and communal areas</li> </ul>
<ul style="list-style-type: none"> <li>• Leaking roof, gutter or downpipes, if they are causing internal damage in the property</li> </ul>
<ul style="list-style-type: none"> <li>• Inspection Falling masonry</li> </ul>
<ul style="list-style-type: none"> <li>• Low battery warning on smoke or carbon monoxide alarms, Aico sensors</li> </ul>
<ul style="list-style-type: none"> <li>• Containable leak likely to cause damage</li> </ul>
<ul style="list-style-type: none"> <li>• If more than one exit and unable to exit front or rear door</li> </ul>
<ul style="list-style-type: none"> <li>• Severe damp or mould</li> </ul>

<b>Supported Living, Sheltered Schemes and Care Homes - 24 Hrs response</b>
<ul style="list-style-type: none"> <li>• Failure of individual nurse call point</li> </ul>
<ul style="list-style-type: none"> <li>• Failure of electric mag lock on a secure door</li> </ul>
<ul style="list-style-type: none"> <li>• Faulty light in service user's bathroom</li> </ul>
<ul style="list-style-type: none"> <li>• Individual emergency lights not working</li> </ul>
<ul style="list-style-type: none"> <li>• Loss of heating to service user's bedroom</li> </ul>
<ul style="list-style-type: none"> <li>• Extreme weather impact</li> </ul>
<ul style="list-style-type: none"> <li>• Loss of heating in communal areas</li> </ul>
<ul style="list-style-type: none"> <li>• Loss of lighting to common areas</li> </ul>

## Appendices

### Appendix 2: Summary of Repairs Responsibilities

Summary of Repair Responsibilities		
Repair Description	Housing Solutions Responsibility	Resident Responsibility
The structure of the building including foundations, walls, windows, external doors & chimney stacks	✓	
Roofing Repairs / Replacement	✓	
Repairs to rain water goods excluding Tenant damage	✓	
Repairs to floors & Stairs	✓	
Plaster repairs excluding Tenant damage	✓	
The structural fittings and fixtures of the building including internal doors	✓	
Internal Doors excluding Tenant damage	✓	
Built-in cupboards and joinery	✓	
Fireplaces installed at the point of tenancy	✓	
Kitchen Units excluding tenant damage	✓	
Service installations including drains, inspection chambers, wastes, water pipes.	✓	
Electrical Installation	✓	
Gas Installation	✓	
Alarms, door entry and warden call systems	✓	
Lifts	✓	
Communal television ariels	✓	

Summary of Repair Responsibilities		
Repair Description	Housing Solutions Responsibility	Resident Responsibility
Private television aerials, satellite dishes and internal reception equipment		✓
External installation of Fibre Broadband Connectivity via third party provider (installed at the discretion of Housing Solutions)	✓	
White goods supplied by Housing Solutions.	✓	
External works including paths, brick stores and communal clothes lines within the boundaries of the property	✓	
Paths & walkways	✓	
Property boundary fences and walls that form a boundary with a public road or footpath	✓	
Fixing new or replacement garden fences and gates between homes & gardens, that do not form a boundary with a public road or footpath.		✓
Property specific outbuildings		✓
The repair or renewal of timber sheds/outhouses and greenhouses.		✓
Communal facilities of flats and sheltered schemes, including paths, drying areas, communal lounges, etc	✓	
Pest control to multiple properties and common areas of flats and sheltered schemes.	✓	
Pest control to a single properties if part of an widely effected purpose built block of flats	✓	
Unblocking toilets and external drains that are the responsibility of Housing Solutions.	✓	
Providing a full home redecorating pack where a water leak (caused by faulty pipework) has resulted in repair work	✓	
Any repair caused by the neglect, misuse, wilful or accidental damage by a resident, or visitors to the property.		✓
Repair or replacement of any item not supplied by Housing Solutions.		✓
Internal redecorations inc. following a repair and minor plaster cracks and holes of under 3 mm.		✓

Summary of Repair Responsibilities		
Repair Description	Housing Solutions Responsibility	Resident Responsibility
Replacement light bulbs (except communal).		✓
Replacement of lost keys or a resultant change of locks to doors and windows.		✓
Pest control (affecting one property)		✓
Unblocking of sinks, baths, and wash hand basins.		✓
Repair/replace sink, bath and wash hand basin plug and chain.		✓
External doors – bells, knockers, numbers and additional door security (except communal).		✓
Internal doors – Ease and adjust and replacement of handles, catches and locks.		✓
Repair/replace toilet seats, shower heads and hoses.		✓
Broken glass (no crime reference number).		✓
Adjusting heating controls and programmers.		✓
Repair/replace washing lines (except communal).		✓
Replace kitchen unit handles, including ease and adjustment of doors and drawers.		✓
Replace outside catches or bolts (except communal).		✓
Floor coverings (except kitchen and bathroom where supplied by Housing Solutions).		✓
Bleeding air locks from radiators		✓
Resetting tripped electrical switches		✓
Garden maintenance, cutting back of shrubbery, trees and grass		✓
Internal decoration		✓

Summary of Repair Responsibilities		
Repair Description	Housing Solutions Responsibility	Resident Responsibility
The above details are a summary of the repairs policy and should not be considered an exhaustive list		✓