

Progress Group		Property Services			
Title:	Repairs and Maintenance Policy				
Ref No:	GRPOLPS11	Reviewed:	01/11/2023	Version:	6



POLICY DOCUMENT

Group Member: Progress Housing Group

Service Area: Property Services

Document Ref No: GRPOLPS11

Subject Title: Repairs and Maintenance Policy

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Document Owner: Head of Maintenance

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- 1.1 This policy is intended to provide clarity in relation to the Group's responsibility in undertaking repairs and maintenance work on their housing stock and properties managed by the Group.
- 1.2 The Group aims to deliver a continuously improving responsive repairs and maintenance service, by ensuring that day to day repairs are carried out, on time, right first time and to a high standard that customers are satisfied with whilst achieving value for money and keeping our customers safe in their homes.

2. SCOPE

- 2.1 This Policy applies to all properties owned and managed by the Group, including general needs, independent and supported living, with the exception of Lilac, who have a separate arrangement.
- 2.2 The Group owns and/or manage a number of supported housing properties where the repairing responsibility may differ from those contained in this Policy. Repair obligations will be included within the lease.
- 2.3 The Group also has an obligation to undertake repairs and maintenance works within their Shared Ownership and Leaseholder properties which are subject to the repairs agreements in place, which may vary between properties.

3. RESPONSIBILITY

3.1 The Group

The Group are responsible for the structure, services, common parts and internal repairs and maintenance of the properties it owns and manages including:

- Drains, gutters and outside pipes
- Roof
- External walls, doors and windows (excluding glass)
- Communal aerials
- The installations of appliances for heating the property and for hot water
- Fixtures and fittings that have been installed by the Group

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- Pathways and steps which provide main access to the front and rear doors of the property
- Garages and outside brick built store places provided by the association
- Lifts and other communal amenities
- Painting the outside woodwork and metal work of properties, including shared areas
- Servicing of specialist equipment installed by the Group
- Clearing away rubbish from repairs and/or improvement works that have been undertaken by or on behalf of the Group
- Gas servicing
- Electrical testing
- Planned works as outlined within Decent Homes standards
- Internal repairs and maintenance as outlined in the Repairs and Maintenance Procedure document

3.2 **Tenants**

The terms of the Tenancy Agreement outlines the repair and maintenance obligations for the tenant.

3.3 **Leaseholders**

This includes Leaseholders, Shared Ownership and Commercial Units. The responsibilities for repairs is outlined in the agreements for each property. In the main, the Group retains repairing responsibilities for the structure of the building, communal areas and any communal systems and installations within the property. The leaseholder is generally responsible for maintaining the interior of their property.

4. **AIMS AND OBJECTIVES**

The Group will continually review the services it delivers and act on feedback received from customers to improve the repair and maintenance service within available resources.

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4.1 **Aims**

The aim of this Policy is:

- 4.1.1 To ensure all customers live in a safe, secure and warm environment at all times.
- 4.1.2 To manage the repairs and maintenance service to the homes of its customers.
- 4.1.3 To comply with all relevant Government legislation and requirements.
- 4.1.4 To ensure that customers are aware of the Group's and their obligations in respect of repairs and maintenance of their homes

4.2 **Objectives**

The objectives are:

- 4.2.1 To set a strategic, long term approach to maintaining decent, safe, secure and sustainable homes.
- 4.2.2 To engage effectively with customers about their homes.
- 4.2.3 To effectively manage planned and capital programmes.
- 4.2.4 To run an effective and efficient responsive repairs service.
- 4.2.5 To continuously monitor and improve performance.
- 4.2.6 To provide high levels of customer satisfaction in the service and act on feedback received.
- 4.2.7 To provide a value for money service.
- 4.2.8 To produce and manage a cyclical maintenance programme for the Group.
- 4.2.9 To undertake planned works programmes as outlined by our Asset Management Team.

5. **REGLUATORY REQUIREMENTS**

The Home Standard clearly defines the requirements for all registered providers in terms of repairs and maintenance:

5.1 **Registered providers shall:**

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Quality of accommodation:

- 5.1.1 ensure that tenants' homes meet the standard set out in Section 5 of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard;
- 5.1.2 meet the standards of design and quality that applied when the home was built, and were required as a condition of publicly funded financial assistance, if these standards are higher than the Decent Homes Standard
- 5.1.3 in agreeing a local offer, ensure that it is set at a level not less than these standards and have regard for Section 6 of the Government's Decent Homes Guidance.

Repairs and maintenance

- 5.1.4 provide a cost effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choice to, customers and has the objective of completing repairs and improvements 'right first time'
- 5.1.5 meet all applicable statutory requirements that provide for the health and safety of customers in their home

Specific exceptions in relation to repairs and maintenance is that registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include responsive and cyclical repairs, planned and capital work, work on empty properties and adaptations.

Improvements and empowerment:

- 5.1.6 Registered providers shall ensure that customers are given a wide range of opportunities to influence and be involved.
- 5.1.7 The management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks as agreed with landlords, and the sharing of savings.

Under the Tenant Involvement and Empowerment Standard registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:

'the management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made'

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6. IMPLEMENTATION

6.1 Training

All staff involved in the delivery of this Policy will receive adequate training and be clear about their responsibilities as outlined in the Repairs and Maintenance Procedure document and relevant policy and procedure to their role or function.

6.2 Linked documents

6.2.1 Repairs and Maintenance Procedure

6.2.2 Fencing Policy

6.2.3 Fencing Procedure

6.2.4 Aids and Adaptations Procedure

6.2.5 Tenant Match Funding Policy

Provides information on the process and qualifying criteria for tenants to apply for match funding for specified home improvements.

6.2.6 Right to Buy or Right to Acquire

6.2.7 Void Management Policy

6.2.8 Rechargeable Repairs Procedure

6.2.9 Asbestos Policy

6.2.10 Asbestos Management Plan

6.2.11 Electrical Policy

6.2.12 Electrical Procedures

6.2.13 Gas Safety Policy

6.2.14 Gas Safety Procedures

6.2.15 Fire Safety Management

6.2.16 Code of Conduct Procedure

6.2.17 Information Security Policy

6.2.18 SAR Procedure

6.2.19 Compensation, Goodwill and Sundry Payment Policy

6.2.20 Emergency and Out of Hours Procedures

6.2.21 DIY Repairs Policy

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Details information about the Groups process for tenants applying for cashback on repairs specified repairs they carry out themselves.

6.2.22 GDPR Data Protection Policy

6.2.23 Defects Procedure

6.2.24 Damp and Mould Policy

7 CONSULTATION

The Group will regularly consult with the Repair Forums to seek their views on the quality of the services and repairs carried out to their homes. We have discussed this policy with customers who have completed repairs performance questionnaires and logged complaints which has allowed us to address specific issues and make amendments as appropriate taking their comments into account. We have also benchmarked the repairs and maintenance polices of other organisations.

8 REVIEW

This Policy was due for review on 4 September 2023. This policy will be reviewed every 3 years or when there is a change in legislation or requirements. We currently await changes to Decent Home Standard, Consumer Standards, Tenant Satisfaction Measures, Housing Health Safety Rating System and the introduction of Awaab's law which is due in 2024. Alongside legislative changes Progress Housing Group is currently carrying out the procurement of a new merchant contract, which will be used to improve the Repairs and Maintenance process. This will be procured with roll-out June 2024 with this policy to reflect all the changes in the industry. In the interim the groups Head of Repairs and Maintenance has reviewed this policy and there are no changes.

9 EQUALITY IMPACT ASSESSMENT

An Equality Impact Assessment has been undertaken in relation to the Policy and Procedure for Repairs and Maintenance in order to provide a positive impact on our tenants and reflect the needs of vulnerable tenants as appropriate to their needs.