



POLICY DOCUMENT

Group Member: Progress Housing Group

Service Area: Property Services

Document Ref No: GRPOLPS11

Subject Title: Repairs and Maintenance Policy

Version: 7

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- 1.1 This policy intends 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 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.

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:

- to ensure all customers live in a safe, secure and warm environment at all times
- to manage the repairs and maintenance service to the homes of its customers
- to comply with all relevant Government legislation and requirements
- 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:

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

5. REGULATORY REQUIREMENTS

5.1 The Safety and Quality Standard defines the requirements for all registered providers in terms of repairs, maintenance, and the overall quality and safety of accommodation.

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5.2 Registered providers shall:

Quality of accommodation:

- 5.2.1 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 unless exempted by the Regulator.
- 5.2.2 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.
- 5.2.3 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, maintenance and planned improvements:

- 5.2.4 Provide an effective, efficient and timely repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choice to, customers, with the objective of completing repairs and improvements 'right first time'.
- 5.2.5 Meet all applicable statutory requirements that provide for the health and safety of customers in their homes and communal areas, and ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.
- 5.2.6 Specific expectations in relation to repairs and maintenance:
- 5.2.7 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
 - adaptations to meet specific needs.

In addition, providers must:

- ensure tenants can easily report repairs and maintenance issues, using accessible and responsive channels
- deliver a service that is effective, efficient and timely, with the objective of completing repairs and improvements 'right first time'
- maintain accurate, up-to-date records of property condition, based on physical assessments, to inform decisions about repairs, maintenance and improvements

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- ensure compliance with all applicable health and safety legislation, and carry out required actions from assessments within appropriate timescales
- consider the safety of tenants in the design and delivery of services, and take reasonable steps to mitigate identified risks.

Improvements and empowerment

- 5.2.8 Registered providers shall ensure that customers are given a wide range of opportunities to influence and be involved.
- 5.2.9 Under the Transparency, Influence and Accountability Standard, registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved.

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 and Damp and Mould Procedure and the 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

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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

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 Procedure

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. The Group has 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. Benchmarking of repairs and maintenance polices of other organisations has also been undertaken.

8 REVIEW

A review of this policy has been undertaken in October 2025 ahead of the introduction of Awaab's Law, this review led to minor changes that ensure the damp and mould procedure was identified as a linked document within section 6. The next full review will take place in January 2026 and every three years thereafter or when there is a change in legislation or requirements.

9 EQUALITY IMPACT ASSESSMENT

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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 the Group's tenants and reflect the needs of vulnerable tenants as appropriate to their needs.