

### Repair and Maintenance policy

#### 1.0 Introduction

1.1 The delivery of a quality repair and maintenance service is of high importance to The Wrekin Housing Group (the 'Group') and it is one of the most important services offered to residents. It is also a key service that residents refer to when forming a view of the overall services provided by the Group as their landlord.

1.2 This policy ensures compliance with the Regulatory Consumer Home Standard.

#### 2.0 Policy Statement

2.1 This policy sets out the Group's responsibilities and commitment to providing homes that are safe and well maintained.

2.2 This policy should be read in conjunction with the Tenant Handbook, which sets out the responsibility of the Group and its residents in maintaining and looking after our properties and homes.

2.3 This policy should also be read in conjunction with the Code of Conduct for visiting or working in residents' homes.

#### 3.0 Policy Scope

3.1 This policy applies to properties owned and / or managed by the Group. It applies to all Group colleagues, contractors and residents affected by repair and maintenance activities including cyclical maintenance but excluding home improvements.

#### 4.0 Definitions

4.1 'Same day service' - the Group's same day repair service is where we endeavour to attend a property on the day that a repair is reported.

4.2 'Cyclical maintenance' – periodic safety checks such as gas servicing and electrical checks.

#### 5.0 Roles and Responsibilities

5.1 The Executive Director of Operational Services and Senior Managers will oversee the implementation of this policy in their respective business areas.

5.2 All Group employees and contractors are required to adhere to this policy.

#### 6.0 Group Responsibilities

6.1 Through our same day repairs service, we will provide a service that is flexible, cost effective and which maintains consistently high levels of resident satisfaction.

6.2 We will provide an out of hour's service for residents with urgent repairs that cannot wait until the following day.

- 6.3 We will work with residents, and take account of individual needs and preferences, to provide a range of options which ensure that all residents have access to the repairs service.
- 6.4 We will ensure that the safety and wellbeing of residents, Group colleagues and contractors comes first and we will take whatever immediate action is required in a situation where a risk to life is identified.
- 6.5 We will attempt to carry out repairs at the time agreed with the resident, to a good standard of workmanship and in a safe manner.
- 6.6 We will carry out essential planned work so that homes are structurally sound and weather tight with hot water and heating. Investment in our properties will be made with consideration to cost effectiveness and value for money.
- 6.7 We will maintain communal areas and services provided for common use by residents.
- 6.8 Repairs that are due on a new build property within the first 12 months of handover will ordinarily be dealt with by the developer.
- 6.9 We will seek to adopt operational procedures that respect the environment and use methods that improve our environmental sustainability performance.

## **7.0 Resident Responsibilities**

- 7.1 We require residents to report any repairs, faults or damage to us as soon as possible.
- 7.2 We expect properties to be kept in a good, clean condition in line with the tenancy agreement, lease or license.
- 7.3 Residents are required to provide access for the annual gas service. If access is not provided, formal legal proceedings will be taken and the tenancy may be at risk.
- 7.4 We require residents to provide access for cyclical and routine maintenance so that we can keep homes safe and comply with our statutory duties.
- 7.5 Residents should always obtain written permission prior to carrying out any work or permanent improvement to a property.
- 7.6 Residents should ensure that they have adequate insurance to cover all of their responsibilities and belongings in the event of damage being caused to their own, or Group owned, assets or equipment.
- 7.7 If a repair is the result of action by either a resident or a third party visiting a property, the resident will be charged before the Group carries out the repair. If the damage poses a health and safety risk to the resident, the responsible officer may agree to add the charge to their account, subject to a payment plan being agreed. This is not limited to, but includes, accidental or deliberate damage, neglect or faulty appliances. In the event of damage caused by a criminal accident, the resident should report the incident to their local policing team, obtain an incident number and inform the Group's housing team.
- 7.8 If residents do not comply with their tenancy conditions, subject to meeting our legal responsibilities as their landlord, we may introduce measures to the service that manage and support them.

## 8.0 Statutory Duties

8.1 This policy operates in the context of the following legislation:

- Health and Safety at Work Act 1974;
- Management of Health and Safety at Work Regulations 1999;
- Gas Safety (Installation and Use) Regulations 1998;
- Control of Asbestos at Work Regulations 2002;
- Environmental Protection Act 1990;
- Control of Asbestos Regulations 2006 (CAR 2006);
- Defective Premises Act 1972;
- CDM Regulations 2015;
- Homes (Fitness For Human Habitation) Act 2018;
- Occupiers Liability Act 1984;
- The Landlord & Tenant Act 1985;
- The Electricity at Work Act 1989;
- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020;
- The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 (private rented properties);
- Housing Act 2004 – Housing Health & Safety Ratings System;
- Building Regulations 2018;
- Regulatory Reform (Fire Safety) Order 2005;
- Building Act 1984;
- Lifting Operations and Lifting Equipment regulations 1998;
- Construction Design Management Regulations 2015;
- Equality Act 2010;
- Energy Act 2011.

8.2 This policy also operates within the context of:

- The Social Housing White Paper;
- The Building Safety and Fire Safety Legislation;
- Net Zero Carbon;
- Decent Homes 2.

<b>The Wrekin</b> Housing Group	<b>Policy control sheet</b> <b>Repair and Maintenance policy</b> <b>Policy reference number - 2021/005</b>
<b>Policy Author</b>	Emma Humphries Head of Operational Services
<b>Direct Lead</b>	David Wells Executive Director of Operational Services
<b>Version</b>	V1 - March 2021
<b>Target audience</b>	All customers, employees and contractors
<b>Consultation</b>	Tenant Panel Representatives Tenant Repair Group Responsive Maintenance Group employees Senior Managers Executive Management Group
<b>Date of Equality Impact Assessment</b>	No individuals or groups of people are disadvantaged by the adoption of this policy.
<b>Date of Data Privacy Impact Assessment</b>	No DPIA is required as personal data is not processed when implementing the policy. Any personal information that is accessed when implementing the policy is already held in existing databases.
<b>Approving Body</b>	The Wrekin Housing Group Board
<b>Date of final approval</b>	23 <sup>rd</sup> March 2021
<b>Implementation date</b>	1 <sup>st</sup> April 2021
<b>Monitoring arrangements</b>	Regular review by the Tenant Repair Group. Feedback from the Customer Voice Panel. Learning Outcomes from complaints and dissatisfaction. Performance will be benchmarked on an annual basis alongside other organisations in the sector.
<b>Reporting</b>	Performance against the agreed standards will be reported and monitored: <ul style="list-style-type: none"> <li>• Monthly to the Executive Management Group;</li> <li>• Bi-monthly to the Tenant Repair Group;</li> <li>• Quarterly to the Customer Voice Panel.</li> </ul>
<b>Review date</b>	October 2023
<b>Expiry date</b>	April 2024
<b>Review cycle</b>	3 year review cycle
<b>Policy category</b>	Asset Management and Repairs
<b>Associated policies and procedures</b>	Tenants Handbook <a href="https://www.wrekin.com/Section/Handbook-Repairs-and-gas">https://www.wrekin.com/Section/Handbook-Repairs-and-gas</a> Asbestos Management policy Asset Management Strategy Compensation policy

	Complaints policy Code of Conduct for visiting or working in customers' homes Electrical Safety policy Fire Safety policy Gas No Access procedure Health and Safety policy Lift Management policy Space and Water Heating policy Tenancy Debt and Income Management policy Water Hygiene policy
<b>Policy location</b>	Intranet The Wrekin Housing Group website

### Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date
Emma Humphries	Policy review	1.0	Group Board – 23 <sup>rd</sup> March 2021