



Repair and Maintenance Policy

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1.0 Introduction

- 1.1 The provision of a high-quality repair and maintenance service is a key priority of The Housing Plus Group (HPG). Our tenants tell us it is one of the most important and valued services we provide to them.
- 1.2 This policy supports HPG's duties under Awaab's Law by ensuring that repairs are assessed consistently and, where relevant, escalated in line with our Same Day Repairs and Damp, Mould and Excessive Condensation Procedures.
- 1.3 We will make this policy and associated information accessible to all of our tenants and users, and aim to meet reasonable requests to provide it in other formats or languages.
- 1.4 We will work with tenants and take account of individual needs and preferences to provide a range of options which ensures that all tenants have access to the repairs service.

2.0 Policy Statement

2.1 The main aims of this policy are to:


- Keep homes well-maintained, ensuring compliance with the Regulator of Social Housing's (RSH's) Regulatory Standards;
- Ensure we meet all health and safety requirements so that our homes are safe for tenants;
- Ensure that employees and contractors work safely in our homes;
- Deliver a cost effective and customer focused service;
- Provide value for money and effective services which are delivered by our In-House Maintenance Team and approved contractors, or through planned and cyclical work;
- Ensure that all tenants and residents are treated with respect, are listened to through feedback and involvement opportunities and are communicated with through clear and appropriate language that is easily understood.

3.0 Policy Scope

3.1 This policy applies to assets owned and/or managed by HPG. It applies to all tenants, colleagues and contractors who receive or deliver repair, maintenance and planned improvement activities. This includes cyclical maintenance of a building's fabric and safety inspections/testing.

4.0 Definitions

4.1 **Same Day Service** – HPG's Same Day Repair Service is where we endeavour to attend a property on the day that a repair is reported and fix this. The same day repairs service operates between the hours of 08:00 and 20:00 on any day (including weekends). At times of exceptionally high service demand (or on Bank holidays where staffing is significantly reduced) we may change the service to Emergency Repairs only



if the resources available become unreasonably stretched. The Same Day Service Procedure provides further details.

- 4.2 **Appointed Repairs** – Whilst we endeavour to complete a repair on the day we attend, there will be times when we are unable to do so for various reasons such as materials being unavailable. We will contact tenants within 24 – 48 hours to confirm the reason for this and when we are able to return. The Appointed Repairs Procedure provides further details.
- 4.3 **Out of Hours Repairs (20.00 – 08.00)** - Emergency Repairs reported within these hours will be triaged by a HPG trade operative and attended based on the emergency and tenant vulnerability. Repairs not attended will be reported for attendance during the morning of the next 08.00-20.00 service. The Out of Hours Repairs Procedure provides further details.
- 4.4 **Damp, mould and excessive condensation** – HPG understand that damp, mould and condensation can potentially cause hazards in our homes. We treat these instances as a priority taking into account a tenant’s circumstances, vulnerabilities and impact in the home. The Damp, Mould and Condensation Procedure provides further details.
- 4.5 **Void/Empty Homes** - A void property, also referred to as an empty home, is a property owned or managed by HPG that is unoccupied between tenancies or occupancy agreements. During this period, the property may require repairs, maintenance, cleaning, compliance checks or improvement works to ensure it is safe, secure, and ready for re-letting or future occupation. The Empty Home Repairs Procedure provides further details.
- 4.6 **Gas Servicing** - A gas heating service is an inspection carried out by a suitably qualified and accredited engineer to ensure that gas heating appliances, associated pipework, flues and ventilation systems within a home are safe, operating correctly and comply with current gas safety regulations. The service helps identify any faults, safety concerns or repairs required to maintain the safety and wellbeing of tenants. The Gas Servicing Procedure provides further details.
- 4.7 **Leaseholders and Shared Ownership Repairs**- Individuals or organisations that hold a leasehold interest or a shared ownership interest in a property under a lease. The lease is a legal document that sets out the rights and responsibilities of both the landlord and the leaseholder or shared owner. The Leaseholders Repairs and Shared Ownership Repairs Procedures provide further details.
- 4.8 **Cyclical maintenance** – periodic safety checks. For example, gas servicing, electrical checks and building maintenance, such as painting in communal areas.
- 4.9 **Tenant Satisfaction Measures (TSM's)** – a standard measure of service specified by the Regulator of Social Housing (RSH).
- 4.10 **Emergency repairs** - repairs that are necessary to prevent serious damage to the building, danger to health, risk to safety, risk of serious loss or damage to the occupier’s property and boiler failure.
- 4.11 **Non-emergency repairs** - any other repairs.




5.0 Roles and Responsibilities

- 5.1 The Executive Director of Customer Experience and Directors will oversee the implementation of this policy in their respective business areas.
- 5.2 All HPG employees and contractors are required to adhere to this policy.


6.0 HPG Responsibilities

- 6.1 We will attend emergency repairs as quickly as possible, within 24 hours, through our same day repair service. We will provide an out of hour's service for tenants for emergency repairs that cannot wait until the following day. The Same Day Service Procedure provides further details.
- 6.2 We will ensure that the safety and wellbeing of tenants, HPG colleagues and contractors comes first and we will take whatever immediate action is required in a situation where a risk to life, risk of harm or safeguarding incident is identified.
- 6.3 We are responsible for carrying out an annual heating safety inspection to ensure heating systems remain safe and compliant, and for completing any necessary repairs identified. These inspections and repairs may be undertaken by either our in-house maintenance teams or approved subcontractors working on behalf of the HPG.
- 6.4 During winter months or periods of adverse weather, our repairs demand increases. If the amount of service requests received affects our ability to meet our regular response times, we will prioritise repairs based on tenant's requirements and the risk to the property. Any changes to these times will be communicated at the point of contact.
- 6.5 Where we are unable to complete any non-emergency repairs through our same day repairs service, we will aim to complete these within 28 working days. We will provide a service that is flexible, cost effective and which consistently meets the needs of our tenants, delivering high levels of tenant satisfaction. The Appointed Repairs Procedure provides further details.
- 6.6 We will carry out repairs at the time agreed with the tenant, to a high standard and in a safe manner.
- 6.7 We will determine the nature of a repair as soon as possible after it has been reported to us, so we can send the correct trades person to complete the job. Where a staged approach to complete a repair is needed, the tenant will be kept informed throughout.
- 6.8 If we are unable to complete an effective repair of a key fixture or fitting, we will ensure that the items are left safe and effective but arrange for the work to be undertaken as part of HPG's Planned Improvement Programmes.
- 6.9 We will carry out essential planned work to maintain homes that are safe and secure. Investment in our properties will be made with consideration to cost effectiveness and value for money.

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- 6.10 We will keep communal areas, including outdoor spaces, clean and well maintained. The Communal Area Repairs Procedures for General Needs Homes and Extra Care & Retirement Living provides further details.
 - 6.11 We will deal with a repair in a home or communal area to prevent pest infestation.
 - 6.12 Repairs on a property less than 12 months old will ordinarily be dealt with by the developer / builder. Emergency repairs that the developer cannot attend within 24 hours will be managed through the Group's same day repair or out of hours service. The New Build / Development Repairs Defects Procedure provides further details.
 - 6.13 It is the responsibility of HPG to ensure that tenants move into empty homes that are safe, secure, clean, and maintained to a reasonable standard of repair, providing a positive start to their tenancy. We will work to minimise the length of time homes remain empty by managing repairs, compliance checks, and re-letting activities efficiently, while maintaining the required quality and safety standards. HPG will manage this through a tenant-led property visit process in line with the Empty Homes Repairs Procedure.
 - 6.14 HPG's repair responsibilities for leaseholders and shared owners are determined by the terms of the lease. The lease sets out which elements of the property HPG is responsible for repairing and maintaining, and which remain the responsibility of the leaseholder or shared owner. Further information on responsibilities, recharge arrangements and how repairs are managed is set out in the Leaseholders and Shared Ownership Procedures.
 - 6.15 Where repairs fall within HPG's responsibility, they will be provided in accordance with the Same Day, Appointed, or Out of Hours Repairs service, depending on the nature and urgency of the repair.
 - 6.16 We will seek to adopt operational procedures that respect the environment and use methods that improve our environmental sustainability performance.

7.0 Tenant Responsibilities

- 7.1 We require tenants to report any repairs, faults or damage to us as soon as possible.
- 7.2 We ask you to keep your home in a good, clean condition in line with your tenancy agreement, lease or license.
- 7.3 It is your responsibility to keep the home clean and tidy so that it does not attract pests. This includes disposing of rubbish correctly. If we have to intervene to rectify an issue with pests or conditions within the home or garden that we feel could be harmful to health, we may seek to recover the costs of doing so from you. We may also act to recover the tenancy in exceptional cases if there is not a reasonable explanation for the problem to have arisen.
- 7.4 In order to prevent damp, mould and excessive condensation in the home, we require you to ensure that vents are not restricted, trickle vents are used accordingly and extractor fans are functional to maintain adequate ventilation in the property. When using a tumble dryer this must be installed on an external wall to allow the vent hose to exhaust moisture.


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- 7.5 You are responsible for items that have been gifted to you by us.
- 7.6 You are required to provide access for all emergency, significant, routine and cyclical maintenance, so that we can keep homes safe and comply with our statutory duties for the benefit of all occupants and neighbouring occupants. If access is not provided, formal legal proceedings will be taken, and the tenancy may be at risk. The Repairs No Access Procedure provides further details.
- 7.7 You are also required to provide access for the annual gas / oil / fuel service, checks on smoke and carbon monoxide alarms, fire doors and other safety critical equipment such as stairlifts. If access is not provided, formal legal proceedings will be taken, and the tenancy may be at risk.
- 7.8 You should obtain our written permission, which will not be unreasonably withheld, prior to carrying out any work or permanent improvement to their home. Improvements made without permission or that do not meet the required standard will need to be removed or reinstated by the tenant, or the cost to do so, incurred by the tenant.
- 7.9 You should ensure that you have adequate insurance to cover all of your responsibilities and belongings in the event of damage or loss.
- 7.10 If a repair is required as a result of action by either a tenant / occupant or a third party visiting a property, you will be required to meet our costs before we carry out the repair. If the repair poses a health and safety risk to you or anyone in your home, we may add the charge to your account, subject to a payment plan being agreed. This is not limited to, but includes, accidental or deliberate damage, damage caused to communal areas, neglect or faulty appliances. In the event of damage caused by a criminal incident, you should report this by calling 101 and obtain an incident number if you wish to challenge a charge being added to your account.
- 7.11 If you do not comply with your tenancy conditions, in order to meet our legal responsibilities as your landlord, we may introduce measures to the service that manage and support you.
- 7.12 A detailed list of landlord and tenant responsibilities will be published. These will be available on our website and can also be provided on request.

8.0 Statutory Duties

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

- AWAAB's Law and any associated legislation;
- Building Act 1984;
- Building Regulations 2018;
- Construction, Design and Management Regulations (CDM) 2015;
- Control of Asbestos at Work Regulations 2012;
- Decent Homes 2;
- Defective Premises Act 1972;
- Energy Act 2011;
- Environmental Protection Act 1990;

- Equality Act 2010;
- Fire Safety Act 2021;
- Fire Safety (England) Regulations 2022;
- Gas Safety (Installation and Use) Regulations 1998;
- Health and Safety at Work Act 1974;
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Reg 15 Premises and Equipment);
- Homes (Fitness For Human Habitation) Act 2018;
- Housing Act 2004 – Housing Health & Safety Ratings System;
- Lifting Operations and Lifting Equipment regulations 1998;
- Management of Health and Safety at Work Regulations 1999;
- Net Zero Carbon;
- Occupiers Liability Act 1984;
- Regulatory Reform (Fire Safety) Order 2005;
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022;
- Social Housing Regulation Bill;
- Tenant Satisfaction Measures (TSM's);
- The Building (Higher-Risk Buildings Procedures) (England) Regulations 2023;
- The Control of Substance Hazardous to Health (COSHH) Regulation 2002;
- The Electricity at Work Act 1989;
- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020;
- The Landlord & Tenant Act 1985.
- The Regulator of Social Housing (RSH) Consumer Standards.

	Policy Control Sheet Repair and Maintenance Policy Policy reference number -
Policy Author	Emma Humphries Regional Director
Direct Lead	David Wells Executive Director of Customer Experience
Version	
Target audience	All tenants, employees and contractors involved in the delivery of the repair and maintenance service.
Consultation	Wrekin Voices / Customer Partnership Panel Group employees across the housing, property and maintenance service teams

	Directors and Heads of Service Executive Management Team SPaCE Committee
Date of Equality Impact Assessment	An EIA was completed on the 28 th April 2026
Date of Data Privacy Impact Assessment	State if one is not required or the date of completion.
Approving Body	HPG Board
Date of final approval	
Implementation date	
Monitoring arrangements	
Reporting	
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Associated policies and procedures	
Policy location	SharePoint HPG Hub Housing Plus Group website

Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date
Emma Humphries	New HPG Policy		HPG Board –