



**Customer Review of
Policies and
Procedures**

The Wrekin
Housing Group

Customer Review of Policies/Procedures

Date	1 st November 2023
Service Area	Operational Services
Lead Manager	Emma Humphries – Head of Operational Services
Policy	Repair and Maintenance Policy
Summary of policy	The Repair and Maintenance Policy sets out the Group's responsibilities and commitment to proving homes that are safe and well maintained, through our same day repairs service.
Changes made or planned	<p>The Policy is being reviewed within the three-year review cycle.</p> <p>In line with our Regulators expectations, we will add to the policy that we will comply with their timescales and expectations for completing repairs. This is attending an emergency repair within 24 hours and all other repairs within 28 days of being reported. This will not impact on our Same Day Service offer which we will not be changing.</p>
What can be influenced?	We welcome all comments and suggestions on this policy.
Date needed	29 th November 2023