Repairs & Maintenance Policy

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Confidentiality	C1
Distribution list	HSH Operational Staff, HSH Board of Trustees, HSH Tenants
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1. Overview

The Repairs & Maintenance Policy outlines Hawes Street Housing's approach to delivering a continuously improving and responsive repairs & maintenance service in order to meet tenant expectations, Regulator of Social Housing (RSH) standards and statutory requirements.

HSH is committed to providing good quality housing. We aim to ensure our housing stock is well maintained and to put in place comprehensive repairs and maintenance services to achieve this. The responsibilities of both HSH and tenants are defined in tenancy agreements and set out in this policy.

The policy outlines our aims in relation to the repairs and maintenance service. It sets out a range of general principles that will guide our activities and standards of service that we aim to implement.

2. Policy Scope

This policy applies to all homes and accommodation owned, leased or managed by HSH for which is holds the repair & maintenance responsibilities. The policy covers the management of responsive repairs, planned maintenance, health & safety compliance, void works, aids & adaptations and the management of property-related hazards.

Where accommodation is operated on behalf of HSH by a managing agent or third-party, HSH will retain overall responsibility for ensuring that its legal and regulatory obligations as a registered provider are met, including compliance with statutory repairing obligations, health and safety requirements and the Regulator of Social Housing's Safety & Quality Standard.

3. Regulatory and Legal Framework

This policy complies with HSH's duties under the following legislation:

- Social Housing (Regulation) Act 2023
- Hazards in Social Housing Regulations 2025 (Awaab's Law)
- Housing Act 2004
- Decent Homes Standard
- Fire Safety Act 2021
- Building Safety Act 2022
- Homes (Fitness for Human Habitation) Act 2018

- Smoke and Carbon Monoxide Alarm (England) Regulations 2022
- Landlord & Tenant Act 1985
- Regulator of Social Housing Economic Standards:
    - Safety & Quality Standard – requires registered providers to ensure that homes are safe, well maintained, meet the requirements of the Decent Homes Standard, comply with all relevant health & safety obligations, and that providers have an accurate understanding of the condition of their homes in order to deliver an effective repairs & maintenance service.
    - Transparency, Influence & Accountability Standard – requires registered providers to provide occupants with clear and accessible information about repairs & maintenance services, treat tenants fairly and respectfully, ensure there are effective arrangements for receiving and responding to complaints and enable tenants to influence and scrutinise service delivery.
    - Neighbourhood & Community Standard – requires registered providers to work with occupants and relevant partners to keep neighbourhoods safe & well maintained.

4. Principles

HSH aims to provide accommodation that is safe, reliable, secure and is fit for purpose by:

- maintaining an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs the provision of good quality, well maintained and safe homes for tenants
- ensuring that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard
- taking all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas
- providing an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible
- ensuring that repairs and maintenance are of a high standard and represent good value for money
- meeting all statutory and contractual obligations.

HSH will ensure effective systems are in place for monitoring and recording stock condition information. This information shall underpin the planning of maintenance and improvement work and the financial planning process.

HSH will undertake repairs and maintenance of its properties under one of the following main categories:

- day to day maintenance or minor repairs
- major repairs
- voids maintenance
- preparation of new properties
- aids & adaptations
- planned maintenance
- health & safety compliance

5. Tenant Satisfaction & Involvement

HSH are committed to both involving and monitoring the experiences of tenants who have repairs and maintenance undertaken on their properties. The Tenant Satisfaction Measures provide an annual opportunity to tenants to express their level of satisfaction with the repairs and maintenance provided.

Where dissatisfaction is expressed, we will investigate this fully and offer the opportunity for tenants to make a formal complaint in line with the Complaints Policy.

Wherever possible, HSH tenants will be consulted on the repairs undertaken in their properties. Where HSH is able to reasonably work within the tenant's wishes and desires that, this will be the preferred option. Tenants do have the right to refuse certain improvements to their home, but tenants may not get another chance for those works to be done.

Tenants will not be able to refuse any work that is required to comply with the law or health and safety regulations.

In any event where tenants do not wish for works to be carried out in their home, confirmation of this should be requested in writing by the HSH Housing Officer and a copy kept on file.

6. Repair Responsibilities

Before tenants move in, HSH will inspect the property and carry out any work to ensure it's safe, secure and ready for you to move in. Photographic evidence will be recorded so we can evidence any damage or wear & tear caused by the tenant.

After tenants have moved in HSH will continue to carry out repairs and maintenance in line with this policy to ensure the property is kept in good condition.

Tenant Responsibilities
Tenants should allow HSH, our employees, agents and/or contractors:

- immediate access to the Property in an emergency; and
- on giving 48 hours' notice, access to the Property even if there is no emergency to:
    - carry out any inspections at the Property (including electrical inspections and inspections of the condition of the Property and/or any Energy Efficiency System);
    - carry out any Works to the Property, the Energy Efficiency System or any adjoining homes or to the Building and/or Estate; (including Works that we consider necessary on health and/or safety grounds);
    - carry out any of our obligations under this Tenancy or imposed on us by law (including the carrying out of an annual gas safety inspection).

Tenants should ensure they are compliant with the requirements of their tenancy agreement to ensure that their property is kept in a reasonable state of repair.

Landlord Responsibilities

<u>On the outside</u>
HSH will maintain and repair any damage to the structure and exterior of your property, including:

- Drains, gutters and external pipes within the property boundary
- Roofing, chimneys and flues.
- External walls, doors and windows, including failed double glazed units.

- Major wall and ceiling plaster work defects including scratch coat repairs, holes greater than 1cm, cracks greater than 5mm wide.
- External items inclusive of roof, rainwater goods, brickwork, windows and doors.

On the inside

HSH will take responsibility for repairs and maintenance of some of the internal features of the property, including:

- Internal doors and door frames and skirting boards that are considered fair wear and tear.
- Kitchen units, worktops and tiling that is considered fair wear and tear. (If we need to replace items like this, we will replace like-for-like or to the nearest match if the style/colour is discontinued).
- Floor coverings to bathrooms and kitchens that were installed by us (subject to fair wear and tear).
- Basins, sinks, baths, toilets (toilet seats are your responsibility), flushing systems and water pipes.
- Installations provided by us for space heating, water heating and sanitation and for the supply of water, gas and electricity, including:
- Electric wiring including sockets, switches, hard-wired smoke and carbon monoxide alarms.
- Water heaters, fitted fires and central heating installations.

Shared areas, spaces and features

HSH will repair common areas outside your home such as:

- Paths that are main access routes to and from the property.
- Fencing, gates, gate posts and boundary walls within the property boundary. (We are only responsible for maintaining and repairing existing fencing, gates and boundary walls.)
- External drains within the property boundary.
- Bin stores and communal parking areas.

Where applicable, HSH will keep the following in a reasonable condition:

- common entrance
- halls
- stairways
- lifts
- passageways
- rubbish chutes
- other common spaces and features, including electric lighting.

HSH will do what we reasonably can to keep any lifts and other shared facilities working properly. Residents should inform HSH promptly about anything that needs to be repaired or maintained in the property or communal areas.

7. Reporting Repairs

HSH aims to make the repairs and maintenance service fully accessible to all who require to use it and, as far as possible, responsive to the individual needs of tenants.

Repairs can be reported by the following methods:

- Phone: 01782 207200
- Email: hawesstreethousing@saltbox.org.uk
- In person or in writing: 3 Goodfellow Street, Tunstall, ST6 5AX
- In person to a member of staff

Staff who attend HSH properties are required to check any obvious repairs and maintenance work that needs carrying out in the property. Where work is required a maintenance job is raised via the In-Form system with as much detail included as possible. The Saltbox Property Services Team process and respond to repairs and maintenance requests as appropriate.

8. Repair Categories & Completion Times

Reported repairs are categorised according to the level and nature of the repair, and the response required. We aim to apply a consistent approach to categorisation and ensure that staff are appropriately briefed and trained to achieve this. We will operate the following categories, each with a different target completion timescale as follows.

Emergency Repairs – 24 hours

- Repairs which put the health, safety or security of occupants or others at immediate risk or which affect the structure of the building adversely.
- Repairs that are required to ensure the accommodation is safe and secure to ensure that the wellbeing of occupants is not adversely affected.

Urgent Repairs – 14 days

- Repairs which could affect the health, safety or security of occupants.
- Damage to the property, which could severely inconvenience occupants if not addressed urgently.

Standard Repairs – 28 days

- Repairs that can be deferred without causing serious inconvenience to the occupant or someone else.

Long-term Repairs – 91 days

- Repairs that are designated as more of a preference than a requirement.
- Standard repairs may be designated in this category based on capacity and availability of suitable staff/contractors.

9. Out of Hours Emergency Repairs

We are committed to making adequate provision for emergency repairs outside normal office hours. Outside office hours, only genuine emergency repairs will be carried out and are restricted to the following categories:

- Those causing immediate danger to health
- Those placing the safety of occupiers at risk
- Those causing severe damage to the building

Out of Hours repairs will be available between 2pm-4pm on Saturdays & Sundays but will only be undertaken if they meet one of the above criteria. Any repairs reported out of office hours that do not meet one of the above categories will be undertaken during normal working hours.

All calls received out of hours will be logged, even if they do not require a staff member to attend.

10. Planned Maintenance

HSH has a stock condition database which is updated following property surveys and whenever major improvement works are completed. Survey data is used to forecast future maintenance requirements to ensure that adequate resources are identified in the Business Plan and the annual maintenance budget. Stock condition data is used to identify and prioritise planned maintenance work to maintain the stock and ensure it continues to meet the Decent Homes Standard.

A planned maintenance programme is agreed annually as part of the asset management and budget setting process. Tenants are informed about the timing of improvement programmes and will be given choices where available.

11. Statutory Obligations

HSH will ensure that it meets legislative and regulatory requirements to ensure the safety of occupants in HSH properties. Health & Safety checks are carried out in properties at least annually.

Gas Servicing
HSH will comply with legal obligations to carry out annual gas servicing in all properties, using a suitably qualified contractor. The scheduling and commissioning of annual gas services will be the responsibility of the Saltbox Property Services Manager, overseen by the HSH Operations Manager.

Electrical Inspections
HSH will comply with legal obligations in relation to electrical inspections in all properties. An Electrical Installation Condition Report (EICR), will be completed every five years by a suitably qualified contractor. We will ensure remedial works or further investigative works are carried out to rectify any legally required repairs/upgrades in line with current legislation.

12. Aids & Adaptations

HSH will seek to provide aids and adaptations to properties in order to meet individual needs. This will be undertaken in line with the HSH Aids & Adaptations policy.

13. Rechargeable Repairs

If a repair is needed due to damage or neglect by you, a member of your household or a visitor, then you may be charged for the work.

If the repair needed is due to crime or vandalism you will need to report the incident to the police and get a crime reference number before reporting the repair to us. You will then not be charged for the repair.

14. Void Management

HSH aims to let void properties as quickly as possible. In order to achieve this we will:

- adopt a prompt and systematic approach to undertaking inspections
- instruct necessary repair work to be completed within targets

- monitor progress towards completion
- keep re-let periods as short as possible
- ensure that lettable standards are achieved before been passed as fit to let.

Management of voids will be undertaken in line with HSH's Void Management Policy.

15. Damp & Mould

HSH will take steps to proactively manage the potential risks and promptly diagnose and prevent issues which may arise from damp and mould in our properties. Damp will be defined in one of the following categories:

- Rising Damp – movement of moisture from the ground rising through the structure of the building
- Penetrating Damp – water penetrating the external structure of the building or internal leaks cause damp, rot and damage to internal surfaces and structure
- Condensation Damp – moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets

In the event of damp & mould being reported by tenants, staff members or third-party contractors, HSH will efficiently investigate the cause of damp and condensation and, where appropriate, carry out remedial repairs. Where basic remedial repairs are required, these can be carried out by the Saltbox Property Services Team. Where more advanced works are required, only competent and trusted contractors will be employed to carry out works.

Tenants will be advised of their responsibilities to report as soon as possible any evidence of rising and penetrating damp, or any faulty equipment that will affect the management of humidity and moisture in the home (e.g. extractor fans, heating systems, broken windows).

Alongside any repairs and maintenance overseen by the Saltbox Property Services Manager, the Housing Officer may provide guidance to the tenant about how to reduce condensation levels in the affected areas. This guidance could include:

- adequately heating rooms
- keeping the property well-ventilated
- using equipment provided to manage humidity and moisture in the property (e.g. extractor fans)

16. Awaab's Law

HSH will ensure all homes are safe, healthy and free from hazards that may adversely affect occupants. HSH will comply with all statutory requirements under Awaab's Law and related legislation, including:

- Assessment and triaging of hazards
- Providing suitably trained staff & contractors to identify hazards
- Investigating emergency hazards within 24 hours, and completing any necessary safety work within 24 hours of the hazard being reported (or alternative safety measures where an immediate repairs is not possible)
- Investigating significant hazards within 10 working days to HSH becoming aware of the hazard
- Providing a written summary including evidence and photos to support the outcome of the investigation and supplying that to the resident within 3 working days of the investigation taking place

- Starting work to make the hazard safe within 5 working days of the investigation

Phase 1
HSH will comply with statutory requirements relating to emergency hazards and significant damp and mould hazards. Emergency hazards will be investigated immediately and any emergency safety works completed within statutory timescales.

Significant damp & mould reports will be investigated, findings communicated in writing, and remedial and preventative works undertaken within the legal deadlines.

Phase 2
HSH will extend compliance to significant hazards including;

- excess cold
- excess heat
- fire & explosion risk
- electrical hazards
- structural collapse
- falls
- domestic hygiene hazards

All hazard reports will be risk assessed, with particular consideration given to vulnerable households. Hazard assessments will be informed by the HHSRS. Where a property cannot be made safe within required timescales, suitable alternative accommodation will be considered. Accurate records of reports, investigations, decisions, communications and completed works will be maintained.

17. Tenant Communication & Engagement

HSH will communicate clearly, openly and promptly with residents throughout the repairs and maintenance process. Tenants will have accessible ways to report repairs and hazards. These reporting methods include;

- By Phone via the Office: 01782 207200 (9am-4.30pm)
- By Phone via the Housing Officer: 07851 497258
- By Email: hawesstreethousing@saltbox.org.uk
- In person or in writing to either:
    - Hawes Street Housing, 3 Goodfellow Street, Tunstall, ST6 5AX
    - FAO HSH, Saltbox, Bemersley House, Gitana Street, Hanley, ST1 1DY

In response to reported repairs & maintenance, HSH will;

- acknowledge reports
- communicate repair priorities and target timescales
- provide appointment information
- keep residents informed of progress, delays and intended completion dates

For hazards falling within Awaab's Law, residents will receive information regarding investigations, fundings, proposed works, statutory timescales and any temporary safety measures. Written summaries will be provided to residents where required by legislation.

Communication with residents will be tailored where reasonable adjustments are required. Feedback, complaints, TSM results and repairs performance information will be regularly reviewed to improve service delivery and regulatory compliance.

18. Tenant Private Works

Hawes Street Housing supports tenant requests to make improvements, alterations and additions to their homes, subject to an assessment that the improvement, alteration or addition will not adversely affect the structure or future ability to let the property.

Requests can be made in writing to the Housing Officer, any requests should be approved by the Board of Trustees. Tenants can expect a response from the board within ten working days.

19. Performance Monitoring & Reporting

HSH have effective systems in place to monitor performance in relation to repairs and maintenance activities and services. These systems underpin the framework for achieving desired levels of work quality and tenant satisfaction.

Internal information systems are maintained to ensure effective monitoring, control and reporting of repairs and maintenance activities. Comprehensive records of all repairs and maintenance work will be held with a view to demonstrate transparency in the way that work has been carried out and authorised.

The HSH Board of Trustees receive regular updates of work reported and completed. Management information relating to the completion of works within timeframes or otherwise is made available through the reporting of Tenant Satisfaction Measures and through the HSH Annual Newsletter made available to all tenants and other interested parties.

20. Responsibility

- It is the responsibility of the Board of Trustees to approve this Policy.
- The Company Secretary is responsible for the monitoring and review of this policy.
- The Hawes Street Housing Operations Manager is responsible for ensuring the implementation of this policy and supporting procedures for the maintenance of all necessary records on the CRM system to enable the compilation of regular reports on performance and for the monitoring of performance.
- The Housing Officer of Hawes Street Housing is responsible for the day-to-day management and oversight of this policy.

Appendix 1

How to report a repair:

If you need to request a repair to your home or to your building you can contact:

General Repairs: **01782 207200 during office hours (9am-4.30pm).**
Housing Officer 07851 497258

Out of Hours: **07990 073326 (times below)**

You can also report a repair by a range of other ways:

- Email: hawesstreethousing@saltbox.org.uk
- In person or in writing to Hawes Street Housing, 3 Goodfellow Street, Tunstall, ST6 5AX

Repair Timescales are as follows:

Emergency Repairs	**24 Hours**
Urgent Repairs	**14 Days**
Non-Urgent Repairs	**28 Days**
Routine Repairs	**91 Days**
Void Repairs	**To work Schedule Plan**

Out of Hours Responses

We are committed to making adequate provision for emergency repairs outside normal office hours. Outside office hours, only genuine emergency repairs will be carried out and are restricted to the following categories:

- Those causing immediate danger to health
- Those placing the safety of occupiers at risk
- Those causing severe damage to the building

Out of Hours repairs will be available between 2pm-4pm on Saturdays & Sundays, but will only be undertaken if they meet one of the above criteria. Any repairs reported out of office hours that do not meet one of the above categories will be undertaken during normal working hours.

All calls received out of hours will be logged, even if they do not require a staff member to attend.

Other Repair & Maintenance Definitions:

Charging for repairs

If a repair is needed due to damage or neglect by you, a member of your household or a visitor, then you may be charged for the work.

If the repair needed is due to crime or vandalism you will need to report the incident to the police and get a crime reference number before reporting the repair to us. You will then not be charged for the repair.

Damp, mould and condensation

If you are experiencing damp, mould or condensation in your home, you must contact us as soon as you notice it.

A Property Services Manager will come and have look and they will complete a pre-inspection report and discuss the potential cause, raise any necessary repairs and provide advice and guidance on how to tackle condensation.

Adaptations to your home

See Aids and Adaptations Policy

Planned Maintenance

Hawes Street Housing has a stock condition database which is updated following property surveys and whenever major improvement works are completed. Survey data is used to forecast future maintenance requirements to ensure that adequate resources are identified in the Business Plan and the annual maintenance budget. Stock condition data is used to identify and prioritise planned maintenance work to maintain the stock and ensure it continues to meet the Decent Homes Standard.

A planned maintenance programme is agreed annually as part of the asset management and budget setting process. Tenants are informed about the timing of improvement programmes and will be given choices where available, for example, for new kitchen installations the layout, colours of worktops and unit doors etc.

Tenants Own Improvements

Hawes Street Housing supports tenant requests to make improvements, alterations and additions to their homes, subject to an assessment that the improvement, alteration or addition will not adversely affect the structure or future lettability of the property. Requests can be made in writing or by completing the relevant form to be approved by the Board of Trustees.

Emergency Utility Procedures:

Gas safety

If you smell gas you should turn off all gas appliances, open all doors and windows and call the Gas Emergency number 0800 111 999.

Do not switch on lights, light matches or cigarettes.

We check our gas appliances and pipework annually and will be in contact with you to arrange an appointment to do this. We do this to meet Gas Safety Regulations and to ensure your safety. If you cannot be home for your appointment, please let us know so we can arrange an alternative one.

It is a condition of your tenancy agreement that you allow access so that these checks can take place. The checks are important to prevent the risk to you, your family and your neighbours suffering from carbon monoxide poisoning through a gas appliance, flue or ventilation system not working properly.

Electrical safety

We will test the electrical installation in your property every 5 years depending upon the age and type of the installation. This testing will only cover the main installation of the property. You are responsible for ensuring privately owned appliances are serviced and maintained.

If you think there is a safety problem with your meter, the cables or other equipment leading to your home, telephone your supplier's emergency number. It will be listed on your bill under "Supply Failure". You can find details of your supplier by ringing Western Power Distribution on **0800 6783 105**.

It is a condition of your tenancy agreement that you allow access for electrical safety checks to take place and that you do not tamper with electricity supplies or meters as this is illegal and also extremely dangerous to you, your family and neighbours.