

The Wrekin

Housing Group

Repair and Maintenance Policy

1.0 Introduction

- 1.1 The provision of a high-quality repair and maintenance service is a key priority of The Wrekin Housing Group (the 'Group') and our tenants tell us it is one of the most important and valued services we provide to them.
- 1.2 This policy seeks to ensure compliance with the Regulatory Consumer Home Standard, and through the Tenant Satisfaction Measures (TSM's), ensures the health and safety of tenants, employees and contractors when repair and maintenance work is carried out.
- 1.3 We will endeavour to make this policy and associated information accessible to all of our tenants and users and 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 where possible, to provide a range of options which ensure that all tenants have access to the repairs service.

2.0 Policy Statement

- 2.1 This policy sets out the Group's responsibilities and commitment to providing homes and communal areas 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 tenants in maintaining and looking after our homes and communal spaces.
- 2.3 This policy should also be read in conjunction with the Code of Conduct for visiting or working in tenants' homes.

3.0 Policy Scope

- 3.1 This policy applies to assets owned and / or managed by the Group. It applies to all Group 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' - the Group's same day repair service is where we endeavour to attend a property on the day that a repair is reported. The Group's 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. Outside of these core hours

(08:00-20:00) all Emergency Repairs will be completed, and any other repairs deemed appropriate by our team when attending those emergencies.

4.2 'Cyclical maintenance' – periodic safety checks. For example, gas servicing, electrical checks and building maintenance, such as painting in communal areas.

4.3 'Tenant Satisfaction Measures' – a standard measure of service specified by the Regulator of Social Housing (RSH).

4.4 'Emergency repairs' are repairs that are necessary to prevent serious damage to the building, a danger to health, risk to safety or risk of serious loss or damage to the occupier's property.

4.5 'Non-emergency repairs' refers to any other repairs.

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 We will attend emergency repairs as quickly as possible, delivering this through our same day service. We will provide an out of hour's service for tenants for emergency repairs that cannot wait until the following day.

6.2 We will ensure that the safety and wellbeing of tenants, Group 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 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.

6.4 We will carry out repairs at the time agreed with the tenant, to a high standard and in a safe manner.

6.5 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 the Group's Planned Improvement Programmes.

6.6 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.

6.7 We will keep communal areas, including outdoor spaces, clean and well maintained.

6.8 We will deal with a repair in a home or communal area to prevent pest infestation.

6.9 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.

6.10 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 the tenants 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 prejudicial to health, we may seek to recover the costs of doing so from the tenant. 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 We require tenants to provide access for 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.

7.5 Tenants are 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.

7.6 Tenants 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.

7.7 Tenants should ensure that they have adequate insurance to cover all of their responsibilities and belongings in the event of damage or loss.

7.8 If a repair is required as a result of action by either a tenant or a third party visiting a property, the tenant will be required to meet our costs before the Group carries out the repair. If the repair poses a health and safety risk to the tenant, the Group may add the charge to their 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, the tenant should report this by calling 101 and obtain an incident number if they wish to challenge a charge being added to their account.

7.9 If tenants do not comply with their tenancy conditions, in order to meet 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 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 Wrekin Housing Group	Policy Control Sheet Repair and Maintenance Policy Policy reference number - 2024/008
Policy Author	Emma Humphries Head of Operational Services
Direct Lead	David Wells Executive Director of Operational Services
Version	V2.0 – March 2024
Target audience	All tenants, employees and contractors involved in the delivery of the repair and maintenance service.
Consultation	The policy has been sent to over 1000 involved customers for their feedback, consisting of: <ul style="list-style-type: none"> • 350+ customers via direct email • 3 customers via printed copies • 770 customers via newsletters. • A further 87 tenants engaged in the Customer Voice Repairs Exercise. Customer Committee members Group employees across the housing, property and maintenance service teams Senior Managers Executive Management Group
Date of Equality Impact Assessment	An EIA was completed on the 25 th January 2024. No individuals or groups of people are disadvantaged by the adoption of this policy.
Date of Data Privacy Impact Assessment	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.
Approving Body	The Wrekin Housing Group Board
Date of final approval	27 th March 2024
Implementation date	1 st April 2024
Monitoring arrangements	Regular Operational Reviews. Learning Outcomes from Complaints and Dissatisfaction. Performance will be benchmarked on an annual basis alongside other organisations in the sector.
Reporting	Performance will be monitored: <ul style="list-style-type: none"> • Monthly to the Executive Management Group; • Quarterly at the Customer Committee.
Review date	October 2026
Expiry date	April 2027
Review cycle	3 year review cycle
Policy category	Asset Management and Repairs

Associated policies and procedures	<p>Tenants Handbook https://www.wrekin.com/Section/HandbookRepairs-and-gas Asbestos Management Policy Asset Management Strategy Building Safety Policy Compensation Policy Damp and Mould Policy Complaints Policy Code of Conduct for visiting or working in customers' homes Electrical Safety policy EDI Strategy Electrical Safety Policy Equal Opportunities Policy Fire Safety Policy Gas No Access Procedure Health and Safety Policy Lift Management Policy Mandatory Reporting Policy Space and Water Heating Policy Tenancy Debt and Income Management Policy Water Hygiene Policy</p>
Policy location	<p>Sharepoint The Wrekin Housing Group website</p>

Summary of changes table

Revision History

Author	Summary of changes	Version	Authorised by & date
Emma Humphries	Policy review	1.0	Group Board – 23 rd March 2021
Emma Humphries	Policy reviewed in line with review date	2.0	The Wrekin Housing Group Board – 27 th March 2024