



# **Repairs Policy**

## **(Housing Plus Group)**





## 1.0 Introduction

- 1.1 This policy sets out how a high quality and responsive repairs service will be delivered to customers, as well as meeting legal, regulatory and business needs.

## 2.0 Policy Statement

- 2.1 The main aims of this policy are to:

- Ensure compliance with the Regulatory Consumer Home Standard, and through the Consumer Standards, ensure the health and safety of tenants, employees and contractors when repair work is carried out;
- Deliver a cost effective and customer focused service;
- Undertake as many landlord responsible repairs as possible, as planned or cyclical work, to deliver value for money;
- Enable the categorisation of repairs and provide target timescales for their completion.

- 2.2 We will determine the nature of the 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 customer will be kept informed throughout.


- 2.3 We will offer a high-quality service to customers as we understand repairs are vital for tenants to live in a comfortable and safe home. We aim to complete repairs first time.

## 3.0 Policy Scope

- 3.1 This policy applies to all landlords in the Housing Plus Group, excluding The Wrekin Housing Group. A separate Repairs and Maintenance Policy is in place for customers of The Wrekin Housing Group.

## 4.0 Definitions

- 4.1 **Emergency Repair** - A repair which could pose a risk to life, a real threat of serious injury or damage to property. Examples include a burst water pipe, dangerous electrical faults, a complete power failure, fire or flood damage or unsafe structures.
- 4.2 **Routine Repairs** – A routine repair is something in your home that needs fixing but is not causing immediate danger. Examples include dripping taps, a faulty pull cord or broken kitchen cupboards.
- 4.3 **Major Repairs** – Major repairs are usually bigger pieces of work and/or require specialist equipment, extra safety checks or more time to carry out. Examples of major repairs include structural repairs to walls, ceilings and floor, roof replacements (outside of planned improvements) or large-scale roof repairs.
- 4.4 **Cyclical Maintenance** - periodic safety checks. For example, gas servicing, electrical checks and building maintenance.

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- 4.5 **Programmed Maintenance** - Works undertaken by the Group which may be carried out over several homes as part of a maintenance schedule. These repairs help to keep homes and estates in good condition and include works such as replacement kitchens and bathrooms, external painting, replacement of roofs, windows or doors.

## 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 employees and contractors are required to adhere to this policy.

## 6.0 Prioritising Repairs

- 6.1 Repairs will be prioritised as follows:
- Emergency Repairs;
  - Routine Repairs;
  - Major Repairs;
  - Cyclical Maintenance;
  - Programmed Maintenance.
- 6.2 Customers will be advised of the category, priority and anticipated timescale for the repair to be completed, when the repair is requested. The category of repair may change from time to time following further information becoming available from inspection surveys and reports.
- 6.3 Prioritisation of repairs will be made solely on the nature of the repair although at the discretion of our staff these may be amended, based on an individual's circumstances. Customers will be advised of the priority and timescale when the repair is requested.


## 7.0 Repair Timescales

- 7.1 The Housing Plus Group has set the following timescales for repairs:

Repair Category	Target timescale
Emergency Repair	Attend Within 4 hours
Emergency Repair (heating and hot water)	Attend Within 6 hours
Routine Repair	Complete within 17 calendar days
Major Repair	Complete within 60 calendar days

## 8.0 Landlord and Tenant Responsibilities


- 8.1 The landlord and the tenant have different responsibilities in relation to repairs. It will be made clear to the customer at the time they request a repair whose responsibility it is. In the event of conflict between this policy and the tenancy agreement, responsibility will be determined as set out in the tenancy agreement.


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- 8.2 We require tenants to report any landlord responsible repairs, faults or damage to us as soon as possible.
- 8.3 We ask tenants to keep their home in good, clean condition in line with the tenancy agreement, lease or license.
- 8.4 Tenants are responsible for keeping the interior of their homes in good order and well decorated. Tenants' responsibilities include any items they have installed themselves along with all basic DIY tasks such as changing bulbs, unblocking sinks and toilets and ensuring vents are not restricted to maintain adequate ventilation in the property. Tenants are also responsible for items that have been gifted to them by the landlord.
- 8.5 Requests for general property improvements (such as fitting additional electric sockets) and damage to a property caused by the tenant or occupier will be considered a tenant responsibility. If the tenant wishes to undertake any significant works on the property, they must first seek approval, use an approved contractor and allow the landlord to inspect the works after completion.
- 8.6 Landlord responsibilities include the structure of the property and elements of the exterior and items that have been installed by the landlord.
- 8.7 If a repair is required as a result of action by either a tenant or a third party visiting the property, or where there have been unauthorised alterations, neglect, or abuse, tenants will be required to pay the cost of the repair before any work is undertaken.
- 8.8 A detailed list of landlord and tenant responsibilities will be published and made widely available via our website or upon request.

## **9.0 Statutory Duties**

- 9.1 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;
  - Consumer Standards;
  - 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 2023;
- 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.

	<b>Policy Control Sheet</b> <b>Repairs Policy (The Housing Plus Group)</b> <b>Policy reference number - 2025/</b>
<b>Policy Author</b>	Emma Wade Property Programme Manager
<b>Direct Lead</b>	David Wells Executive Director of Customer Experience
<b>Version</b>	1.0 July 2025
<b>Target audience</b>	Customers of The Housing Plus Group (prior to merger) Staff working across The Housing Plus Group (prior to merger) Repairs Service
<b>Consultation</b>	Customer Scrutiny Panel Directors of Service Executive Management Team Service Performance and Customer Experience Committee
<b>Date of Equality Impact Assessment</b>	A full EIA will be completed when the two legacy repairs policies are brought together in late 2025.
<b>Date of Data Privacy Impact Assessment</b>	Not applicable.
<b>Approving Body</b>	HPG Board
<b>Date of final approval</b>	25 <sup>th</sup> June 2025
<b>Implementation date</b>	July 2025
<b>Monitoring arrangements</b>	Regular Operational Reviews. Learning Outcomes from Complaints and Dissatisfaction. Performance will be benchmarked on an annual basis alongside other organisations in the sector.
<b>Reporting</b>	Repairs Performance information is reported in the Annual Customer Report.
<b>Review date</b>	July 2026
<b>Expiry date</b>	January 2027



<b>Review cycle</b>	This policy will be reviewed within 12 months of its approval date.
<b>Policy category</b>	Repairs and Maintenance
<b>Associated policies and procedures</b>	Repairs Procedure Property Improvements Policy Leaseholder Policy Empty Property / Voids Policy Damp and Mould Policy Recharge Policy Tenancy Agreement
<b>Policy location</b>	HPG Hub Housing Plus Group website

#### Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date
Emma Wade	Policy simplified to ensure it is clear that customers know the timescales they can expect a repair to be completed	1.0 July 2025	Homes Board, 25/06/2025