

Repairs & Maintenance Policy

Policy name	Repairs & Maintenance Policy
Effective from	April 2025
Effective to	April 2027
Approved by	Property Operations Committee
Date approved	May 2025
Policy owner/department	Repairs and Maintenance Department
Policy author	Head of Repairs and Maintenance - Laura Duckworth
Version number	3.0

Version Control

Version	Date	Changes	Reason for the changes	Approver
1.0	March 25	Introduction of 90 day major work and reduction to 2 no accesses from 3.	Policy updated to reflect type of repairs being managed by the business and to ensure fair yet effective approach to no access.	Risk & Compliance Group, Customer Services Committee, Property Operations Committee
2.0	April 25	Removal of word staff and consistency of KPI information mentioned in this and repair policy	Minor changes to reflect consistency of language around employees and timescales and ensure clarity	Risk and Compliance Committee
3.0	July 25	Formatting and change of template	Movement on to new template designed off the back of R and C in April 25	Risk and Compliance Committee

The YHG Plan

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Passionate people <input type="checkbox"/>	Efficient business <input type="checkbox"/>
Safe buildings <input checked="" type="checkbox"/>	Viability <input type="checkbox"/>
Safe environment <input checked="" type="checkbox"/>	Advocating <input type="checkbox"/>
Secure and connected <input type="checkbox"/>	Working in Partnership <input type="checkbox"/>
	Growth <input type="checkbox"/>

Relevant National Standards or Regulation	<p><i>Please state which of the Regulator of Social Housing standards this relates to:</i></p> <ul style="list-style-type: none"> Safety and Quality Standard
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	<ul style="list-style-type: none"> • Tenancy Standard • Neighbourhood and Community Standard
Relevant Legislation	<ul style="list-style-type: none"> • Building Regulations Act 1984 • Commonhold & Leasehold Reform Act 2002 • Construction Design & Management Regulations 2015 • Control of Asbestos Regulations 2012 • Control of Substances Hazardous to Health Regulations (COSHH) 2002 • Data Protection Act 2018 • Decent Homes Standard • Defective Premises Act 1972 • Electrical Equipment (Safety) Regulations 2016 • Environmental Protection Act 1990 • Equality Act 2010 • Gas Safety (Installation and Use) (Amendment) Regulations 2018 • Health and Safety at Work Act 1974 • Home Standard 2015 • Homes (Fitness for Human Habitation) Act 2018 • Housing Act 2004 • Housing Health and Safety Rating System 2006 • Landlord and Tenant Act 1985 • Management of Health and Safety at Work Regulations 1999 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) • The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007 • The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994 • Care Act 2014 • Children's Act 1989 & 2004 • Modern Slavery Act 2015 • Domestic Abuse Bill 2019

Partner Responsibilities	<i>We cooperate with local authorities and other government bodies, charities, community groups and various other counsels.</i>
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1. Introduction

Your Housing Group (YHG) are committed to delivering a high-quality repairs service and to provide homes that are comfortable, well maintained, and safe for people to live in.

This policy outlines our repair responsibilities and sets out how our repairs service works, in order that we keep our customers' homes in good repair.

It is designed to ensure that all YHG colleagues, customers and contractors understand the requirements of the repairs and maintenance service and are equipped with all relevant information to deliver excellent customer experience in line with YHG values and strategic plans.

Purpose

The purpose of this policy is to clearly define the repair responsibilities of YHG and that of its customers and to provide guidance on delivery to YHG's Repairs & Maintenance Service Standards.

Our Repair Aims

- To provide a high-quality customer focused repairs service that ensures both our customers and properties are protected and well maintained.
- To ensure that all customers live in a safe, secure, home suitable for their needs.
- To interact and listen to the feedback of customers to shape service delivery and provide a high-quality customer experience.
- To provide a service, which is easily accessible and understood by customers and colleagues and meets individual needs.
- To provide a value for money, efficient and effective repairs service
- To promote a service which is fit for the future by driving a culture of innovation incorporating emerging technologies where appropriate.
- To continually improve the repairs service and strive for the highest levels of performance and customer satisfaction.
- To undertake repairs in the most efficient manner, adopting a right first-time ethos.
- To comply with our tenancy agreements and all relevant, statutory, and regulatory obligations.
- To ensure that colleagues involved in the repairs service are appropriately trained and supported to deliver the service objectives.

2. Scope of the Policy

- a. This policy covers the responsive repairs and maintenance service that will deliver specific repairing obligations to all properties and communal areas owned and/or managed by YHG and its subsidiary companies.
- b. The policy sets out the repairing obligations of YHG and of the rights and obligations of its customers. It outlines the procedure for reporting repairs

and how repairs are prioritised and aligned to YHG repairing responsibilities for specific customers i.e. tenant / shared owner / leaseholder.

- c. The policy is applicable to all YHG colleagues who engage in the delivery of the Repairs & Maintenance Service, as well as all customers who receive this service.

3. Definitions

- a. **Reactive Repairs & Maintenance** are those conducted at a specific property or communal area at the request of an individual. These repairs can also be called reactive repairs or day to day repairs.
- b. Reactive Repairs & Maintenance does not cover Planned projects, Cyclical, Empty Homes work, Major Adaptations or Servicing works undertaken by YHG.
- c. **Customer** – Any tenant or leaseholder of a property or commercial unit owned and/or managed by YHG.
- d. **Vulnerable Customer** - customers who have additional needs, for example the very frail elderly, severely disabled, or families with young babies under one.
- e. **Repair** – The process of rectifying a component or installation when it is faulty or in a state of disrepair; in a YHG owned and/or managed property.

4. Policy Detail

Repair Responsibilities

- a. The responsibility for undertaking repairs and maintaining homes is shared between YHG and its customers.
- b. This policy incorporates our approach to responsive repairs for all our owned or managed general needs homes; supported housing; shared ownership and leaseholders (as per specific leasehold agreements which may differ from property to property).
- c. Customers are required to report repairs that are the responsibility of YHG as soon as reasonably possible to ensure properties do not fall into disrepair. YHG colleagues and contractors also have a responsibility to identify and report repairs.

- d. YHG expect customers to keep the inside of their home in good condition and keep gardens and communal areas clean and tidy.
- e. Customers are required to undertake minor repairs and maintenance that are not the responsibility of YHG to ensure the upkeep of their property, this includes ensuring repairs do not arise due to neglect, wilful damage, or accidental damages.
- f. Customers are responsible for decorating inside the property and must ensure they keep it in good order. Some repairs may affect the decoration of the home, if this occurs, we will aim to make good following the repair. (This does not apply to access panels, hatches, or ducting covered with wallpaper)
- g. Customers are advised that they remain responsible for any fixed floor coverings (tiles, hard wood or laminate) they may choose to fit in their homes.
- h. Customers are responsible for removing any fixed wall or floor covering that they have put in their home at their own cost to allow YHG to undertake essential repairs and maintenance.
- i. YHG retains the right to recover the costs of removing fixed floor or wall coverings from customers who have installed them be it for Reactive repairs or on their departure from the tenancy.
- j. Customers, including other household members and guests to the property, that damage deliberately, accidentally or by neglect are expected to repair the damage. If the damage is not repaired to an acceptable level, we may carry out the repairs and recharge our costs for doing this. This does not include normal wear and tear.
- k. Repairs attended by YHG or its contractors that are subsequently found to arise due to neglect, wilful or accidental damage may be recharged to the customer.
- l. It is the responsibility of customers to ensure they take out home contents insurance. YHG are not responsible for insuring customers' furniture, floor coverings and possessions. Customers may also be responsible for damage caused to another property, for example, caused by flooding from their property.
- m. Customers who make an application to buy their home will only receive a repairs service prior to purchase completion.

Rechargeable repairs

- a. A rechargeable repair is defined as any repair that is not due to a material or installation defect, is beyond normal wear and tear, or arises from abuse, accidental damage, neglect or deliberate and/or malicious damage. This applies to all customers, their household, or visitors to the property. Examples include:
- Deliberate damage e.g., vandalism
 - Accidental damage e.g., flood/fire (excludes component failure)
 - Items left by the tenant which require removal at the end of the tenancy including sheds and outbuildings.
 - Neglect including delays in reporting a repair.
 - Not enabling timely access to undertake works and as a result there are additional costs.
 - Unauthorised or poorly executed alterations or alterations not adhering to the conditions of approval.
 - Removal of refuse or waste from communal areas and land
 - Unblocking toilets and drains
 - Replacement of equipment under guarantee which has been damaged by the customer or their household.
 - Repairs resulting from negligence or accidental damage from a third party.
 - Reinstating gardens to a satisfactory condition, including hedges, shrubs, and boundary fences, including tree maintenance in customers' gardens.
 - Disposing of rubbish and waste due to hoarding e.g., skip hire.
 - Loss of keys by customer resulting in lock change and/or forced entry
 - Customers who misrepresent the urgency of a repair to obtain an emergency response during normal working hours or out of hours may also be charged an emergency call out fee.

4.3 Leaseholder obligations

- a. Leaseholders should refer to their lease for details of repair and maintenance responsibilities.
- b. Leaseholders are responsible for repairing any damage due to neglect or carelessness caused by them, a member of their family, customer, or visitor.
- c. YHG will recharge leaseholders if there is evidence that damage is the fault of a leaseholder, their household, or visitors.

4.4 Right First Time Service

- a. We understand repairs are a vital need for customers to live in a comfortable and safe home, free from inconvenience. When a repair is needed, we aim to complete the repair at first visit, where this is technically feasible to ensure minimal inconvenience for customers having to wait for the repair to be completed. Where this is not possible, we aim to ensure works are completed in as few visits as possible and keep customers informed through all steps of the process.

4.5 Repair Categories & Definitions

YHG will diagnose and order repairs into the following categories.

Repair Category	Timescale for attendance within
Emergency Repair	24hrs
Urgent Repair	5 Days
Routine Repair	28 Days
Major Repair	Appointed and commenced within 90 Days

NB: Customers may choose to appoint a repair outside of these categories.

Emergency Repairs - This is when there is a serious risk to customers or their home. The main aim is to ensure everyone is safe and secure.

We will attend these repairs within 24 hours, or on rare occasions within 4 hours, depending on the severity of the repair and/or the circumstances/vulnerability of the individual. During this visit we will make safe any emergency and where possible we will complete any required repairs.

Other repairs and additional appointments may be needed to complete the work. Should this be the case a convenient time for the customer will be arranged as soon as possible after attending the emergency repair.

On rare occasions, such as during storms, we may need to lengthen the time for emergency repairs. We will inform customers if this is the case.

Urgent Repairs - This is when there is an urgent need for a repair which would be detrimental to the property or customer if not dealt with urgently. We will attend within 5 working days.

Damp & Mould Repairs – Any reports of damp and mould will be addressed as per the YHG Damp and Mould Policy (see separate policy)

Routine Repairs - Repairs in this category are repairs that pose no immediate risk and can be booked in via a mutually convenient appointment. Routine repairs are undertaken and completed within 28 calendar days.

Major Repair – These may take up to 90 days to plan, appoint and commence or complete. On occasion, following the initial routine or emergency repair appointment we may identify that more extensive work is required. This becomes a repair that is non-urgent, will require planning and may be complex in nature, such as structural repairs or external improvements works. A plan and outline timescales will be agreed with the customer within 28 days. This category of work may include replacement rather than repair of a major component, these items can have longer lead times to acquire or arrange, may be specialist in nature or multiple tradespeople may need to be planned to complete works.

Planned Maintenance - For reasons of economy or efficiency or due to statutory consents and or approvals being required, repairs may in some instances be grouped together in programmes of work, unless these works are considered a Health and Safety or vulnerability risk. For these planned or cyclical improvement programmes we will inform customers around the potential timescales involved at the outset and ensure the customer is kept updated throughout the process.

We aim to schedule these works to be completed within a reasonable timescale.

Timescales on these types of works depending on their nature may be completed sooner than planned, please see the Repairs & Maintenance Service Standard for more detail. Compliance related repair timescales such as heating repairs differ and are covered in that service's policy.

4.6 Reporting Reactive Repairs

Customers can report repairs in a variety of ways;

- Telephone 0345 345 0272
- Your Home Hub
- Colleagues on site
- At a local office

Outside office opening times only emergency repairs can be reported via the telephone, with exception of face to face, all other forms of communication are still available to customers for non-emergency repairs.

YHG continually reviews the ways in which customers can report repairs, it also embraces future technologies and new ways of working.

4.7 Appointments and Inspections

- a. When a customer reports a non-emergency repair, we will provide a mutually convenient appointment for the works to take place. Where this is not possible,

or the works required are unclear we will offer an appointment for an inspection to diagnose the correct works required.

- b. For communal area reactive repairs where no customer access is required, appointments will still be scheduled as per reactive repair process above.
- c. Customers are required to provide access for repairs at the appointed time, to remove belongings to enable the work to be undertaken and to provide a clean, smoke free environment for our employees and contractors to work in.
- d. If appointments are no longer convenient customers are required to inform YHG to rearrange to a more suitable time.
- e. If a customer fails to provide access to pre-arranged appointments, YHG reserves the right to recharge a customer if they fail to allow access. The operative will try to contact the customer on the way to the property and again when they have arrived at the property. If they are unsuccessful a no access card will be left to advise that we have attempted to carry out the appointment and advise the customer how they can rearrange the appointment.
- f. Where YHG have failed to gain access, we will contact the customer to arrange another appointment. For normal Repairs we will attempt access (2) times and if no success, write to the customer explaining we have closed the job due to repeated lack of access. If Health and Safety or Fire Risk Action and we cannot contact the customer, we will work with colleagues in Housing management to assist with access.
- g. Where YHG have failed to gain access and the repair is not described to be of a health and safety issue, we will follow the no access procedure as above.
- h. Where there is an immediate risk or hazard to property or people YHG may take further steps to ensure access.
- i. Appointments are undertaken in line with the Repairs & Maintenance Service Standard.
- j. A pre-inspection maybe required before a repair appointment can be arranged which will be undertaken within 14 calendar days. This will include circumstances where the scope of the repair is either unknown or cannot be diagnosed with the information provided by the customer. Following the inspection, the repair will be diagnosed and planned in with the customer following the appropriate timescales.
- k. To ensure YHG are providing a high-quality repairs service and are receiving value for money a minimum 5% sample of completed repairs will be inspected each month. Inspections will be undertaken via a combination of desktop reviews and onsite inspections. Where access is required into a customer's home we will contact prior to our visit and agree a mutually convenient appointment.

4.8 Out of Hours Emergency Service

- a. Your Housing Group offers a 24-hour, 365 day a year emergency repair service. If a repair presents a serious risk to customers or their home these can be

reported via telephone on 0345 345 0272 and our contractors will attend within our published timescales.

- b. For further detail refer to Rechargeable Repairs Policy.

4.9 Vulnerable residents

We recognise that our customers have diverse needs and that in some circumstances customers may require additional assistance. YHG are committed to ensuring the repairs service is accessible by all and where required we may adjust response times and increase our service offering on a case-by-case basis.

If customers require additional assistance every attempt will be made to identify any individual circumstances at first point of contact to ensure all operatives and colleagues are aware when visiting customers' homes and where necessary, make reasonable adjustments to carry out the repair. Please also see the Vulnerability, Support for Customers & Reasonable Adjustments Policy.

4.10 Customer Improvements

- a. Customers have the right to carry out improvements within their property. Customers however must not make any improvements, alterations, or additions to the premises without first obtaining both the written consent from YHG and all other necessary approvals, such as planning and building regulation approval.
- b. YHG will not unreasonably withhold consent when customers make requests for improvements, alterations, or additions.
- c. Customers must comply with the reasonable requirements of YHG in relation to any consent given to make improvements, alterations, or additions to the premises, including the standard of the work to be carried out.
- d. Following any improvements, alterations or additions undertaken by the customer they will be responsible for the future repairs, maintenance or replacement of the improvement unless previously agreed in writing.
- e. Where permission has not been approved by YHG the customer may be recharged for any unauthorised improvements or alterations identified during or at the end of their tenancy.
- f. All authorised work must be completed to a sufficiently high standard and by qualified and competent persons. Work undertaken on gas and electrical installations must be carried out by appropriately qualified persons and copies of certificates must be submitted to YHG upon work completion.

- g. YHG are not liable for any loss or damage to, caused by or associated with any improvements or alterations carried out by customers with or without permission.

4.12 Right to Repair

YHG aims to complete all reactive repairs within its agreed and published timescales, as well as ensuring all repairs meet the acceptable standard. Where this does not occur customers may be entitled to compensation. All details associated with this can be found in the Group's Compensation Policy.

4.13 Service Quality and Complaints

YHG strives to ensure continuous improvement of its Repairs & Maintenance Service. We will actively seek out customer feedback on the quality of the service they receive to help us shape and develop the improvements to service performance, quality, and efficiency.

In line with the Group's Customer Feedback Policy all customers have the right to pursue a complaint in relation to any aspect of the Repairs & Maintenance Service. Information collated via complaints will be used to improve our services and any reoccurring issues.

5. Responsibilities under this Policy

Landlord Responsibilities

- a) YHG as a landlord are responsible for keeping the structure of our assets in good repair in addition to maintaining heating, sanitation, and service installations. YHG is responsible for those installations that are fitted by us, or which have been adopted by us.
- b) Ensure diagnosis and repairs are ordered aligned with those detailed in YHG's Repairs & Maintenance Policy.

Customer Responsibilities

The Customer/Tenant is responsible for ensuring no damage occurs to YHG Assets in line with their responsibilities as detailed within their tenancy agreement and should ensure they:

- Report any repairs that YHG is responsible for as soon as possible.
- Give YHG, or its contractors, access to the property, provided a minimum of 24 hours' prior written notice has been given, in order to inspect or survey, carry out any repairs, servicing, treatment, modernisation, replacement or Improvement works; or safety inspections.

Chief Executive

The Chief Executive will need to ensure that resources are made available to allow the actions and measures detailed in this policy and any associated procedures to be effectively delivered. They will discharge their responsibilities for the delivery of services in line with policy and procedures to the Director of Repairs and Maintenance. However, the Chief Executive will retain an oversight on progress/performance.

Board Members

Board Members will review reports and/or performance indicators that provide progress updates to ensure that YHG is meeting the requirements of its obligations under industry guidance and the policy measures.

Director of Repairs and Maintenance

The Director of Repairs and Maintenance is responsible for this policy, its implementation, and future reviews.

The Head of Repairs and Maintenance

The Head of Repairs and Maintenance is responsible for the implementation of this policy, ensuring that the policy and associated procedures are embedded within the operational delivery of the repairs service and that all colleagues are aware of their responsibilities and are adequately trained to undertake them.

6. Risk Management

The main risks associated with this policy are:

- YHG fails to maintain Consumer Standards and Regulatory Requirements in line with the objectives and framework set out by the Government.
- YHG fails to maintain properties to a good standard, impacting on the overall value of the Groups housing stock and financial viability of the organisation.
- YHG fails to adhere to this policy resulting in reputational harm as a result of its activities.
- YHG fails to maintain expenditure within agreed budget levels.

7. Data Protection, Record Storage and Retention

All data used to facilitate the undertaking of all repairs and maintenance activities are done so in accordance and compliance with the Groups Data Protections Policy.

All repairs undertaken by YHG, or its subsidiaries are managed via our Housing Management Systems and operative diary system. These systems are all GDPR compliant.

8. Equality and Diversity

YHG will ensure that this policy is applied fairly to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability, or other grounds set out in the Equality Act 2010.

When applying this policy, we will act sensitively towards the diverse needs of individuals and communities.

This policy has had an Equality Impact Assessment undertaken upon it and any changes recommended have been made.

On request, YHG will provide translations of all its documents, policies and procedures in various languages and other formats.

9. Communication

This policy is available to view by all customers on the YHG website and will be updated with any changes.

Internally this policy will be viewable and accessible by all colleagues and stored on the groups intranet site Youggle.

10. Learning and Development

All colleagues of the Repairs & Maintenance Service will be required to ensure this policy is read in line with their duties and responsibilities.

11. Performance Management of this Policy

- a. YHG will measure its repair performance by using, and issuing, a suite of Key Performance Indicators (KPIs). KPIs will be benchmarked against YHG peer group.
- b. KPI's will be reviewed annually for all Repairs & Maintenance contracts to ensure year on year continuous improvements.
- c. Performance against KPIs will be monitored and reported monthly to the Executive Leadership Team (ELT), Property Operations Committee and Group Board.
- d. Complaints received and Customer Feedback as part of our satisfaction surveys for Repairs & Maintenance will also be used as an additional means of monitoring and improving the quality of the service.

- e. YHG will publish repairs performance information at least annually to our customers and include regular updates on performance.

12. Consultation

- a. The Director of Repairs and Maintenance and the Head of Repairs and Maintenance have prepared this policy with input from the Director of Housing and Customer Service.
- b. As part of the development of this Policy and in line with the Home Standard consultation, a review by a customer focus group and the Customer Connect panel has been undertaken. This policy is also subject to review by the Customer Services Committee before publication.
- c. The wider service offering in relation to the Repairs & Maintenance Service Standards that underpins the details within this policy.

13. Review of this Policy

- a. This policy will be reviewed every two years or as required by statutory, regulatory, best practice, emerging developments, or circumstances arising from reviews of other Group wide policies.
- b. The Director of Repairs and Maintenance is responsible for future reviews.

Related Documents

Document Type	Name
Connected Policies and Procedures	Asset Management Strategy Asset Compliance Policy Rechargeable Repairs Policy Damp & Mould Policy Customer Connect Framework Adaptations Policy Vulnerability, Support for Customers & Reasonable Adjustments Policy Customer Feedback Policy
Forms and Letters	
Leaflets/Publicity Material	
Training Materials Available	
Intranet/ Website Page	

