Havebury Homes
Repairs and Maintenance Policy

HS 016

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Legal Advice (inc date)	*N/A*		

1. Introduction

1.1 The Home Standard states that "*registered providers shall provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first*.". In addition, we must "*meet all statutory requirements that provide for the health and safety of the occupants in their homes*".

1.2 In line with our strategic objective of '*Investing in our existing homes and communities',* we are committed to ensuring our homes and the neighbourhoods that surround them are safe and well maintained. We are also committed to managing communal areas and estates, as set out in our Asset Strategy 2026-29 and our Community Investment Strategy 2022-24.

1.3 Our Asset Management Strategy 2022-27 sets out our future planned improvements and commitment to providing good quality homes that continue to meet the needs of our residents.

2. Responsibility

2.1 The Homes and Investment Committee is primarily responsible for approval and oversight of this policy, but there will be some overlap with Tenant Experience Committee. The Assistant Director of Asset Management, alongside the Head of Repairs is responsible for delivery.

3. Definitions

Routine and Planned Maintenance – included all emergency repairs, day to day repairs and cyclical maintenance.
Major Repairs – these will be undertaken according the age and condition of that element as part of a programme of works.
Recharges – costs incurred for works/ visits that are as a result of damage or negligence by a resident, member of their household or invited guest which we then undertake.
Home Condition Survey – survey collecting information about the individual elements to understand repairs needs, health and safety issues and condition of major elements.
Housing Health and Safety Rating System (HHSRS) – assessment method to identify hazards that could affect the health and safety of occupants.

4. Aims and Objectives

4.1 We are committed to provide a flexible, repairs and maintenance service that takes into account residents individual needs. The service will provide value for money and focus on continual incremental improvements, to continue to meet the changing needs of our residents.

4.2 To ensure that:

- We provide safe and habitable homes, meeting all our statutory and legal obligations
- We provide an efficient and effective repair service
- We use data to proactively replace elements and improve our homes

- All residents are aware of their respective responsibilities

5. Service Standards

5.1 We will provide a range of options for residents to report repairs, including online, telephone (including an out of hours line for emergency repairs), email or in writing.

5.2 We will offer the following response times to works:

Category	Timescale	Definition	Examples
Emergency	24hr	Serious risk to residents' health, safety, security or a serious risk of damage to property.	Loss of electricity/gas, uncontrollable water leak, loss of hot water where there is no alternative, dangerous structure
Damp & Mould	24 hours /10 working days	Either an emergency to be attended within 24 hours or significant to be attended within 10 working days as defined by Awaabs Law	Damp, mould and condensation
By Appointment	Within 28 working days	Where there is no risk to a residents' health and safety, but the issue may cause a nuisance but not adversely affect use of property.	Internal doors/ kitchen cupboard, glazing replacement,
Planned	12 months	Replacement of existing element which has been made safe and does not affect use of the property.	Concreting, replastering, installation of new components.
Fencing	18 months	Replacement of existing fencing or installation of new fencing.	Fencing as per standard

5.3 Total loss of heating will be treated as an emergency repair and responded to within 24 hours between 1st October to 31st March. Outside of these times it will be responded to within 48hrs. Temporary heating will be offered to the resident during this time. 5.4 Our emergency response time is 24 hours but we will attempt to attend to all serious incidents within six hours.

5.5 We have the responsibility to undertake repairs as stated in the Tenancy Agreement/ Lease and will publish this list on our website.

5.6 There will be some scenarios where residents require a faster response, for example, due to their disability or vulnerability. Our teams will be empowered to have discretion to escalate some repairs based on an assessment at time of

booking the repair, considering the residents individual needs and nature of the repair.

6. Decant

6.1 In the event that we are unable to undertake a repair to remove a Category 1 Housing Health and Safety Rating System (HHSRS) hazard, we will offer the resident a decant whilst this work is undertaken.

6.2 In these circumstances we will cover all reasonable costs.

7. Recharges

7.1 We will charge for damage to our property that is not the result of normal wear and tear. All costs will be recovered in line with our rechargeable repairs process and procedure in advance of works, except where work is required for health and safety reasons, or where failure to act could damage the structure of the property or adjoining property. Our teams will be empowered to have discretion if payment cannot be made in advance.

7.2 As per the tenancy agreement, residents are responsible for any damage caused by themselves, members of their household or visitors. Where we have to undertake rechargeable works the resident will have to pay for the cost of the work, together with any reasonable costs.

7.3 If it is apparent that the initial request for service was misrepresented, for example it was not an emergency, then attendance may be chargeable. Residents will be notified when booking the emergency, that this may be a possibility.

7.4 All our standard recharge rates will be published on our website and include the costs and process for missed appointments.

8. Major Repairs

8.1 We will attend all of our homes at least every five years to undertake a home condition survey and HHSRS During this survey we will assess the main elements in and around the home on the criteria of age and condition.

8.2 If any health and safety issues are identified we will follow the HHSRS procedure, ensuring these are rectified in a timely manner and the residents are kept safe.

8.3 The data collected at this survey will be used to create a programme for our major works. We will notify residents in the year that they are due a major work replacement.

9. Pest Control

9.1 We will attend to reports of vermin inside homes to inspect and make good any access points that are being used.

9.2 If there are vermin present we will instruct specialist pest control contractors to attend and remove vermin.

9.3 We will support residents where necessary by giving advice and making design changes to reduce the risk of vermin entering our homes.

10. Legislation and Regulation

10.1 Landlord and Tenant Act 1985 and 1987 Housing Act 1985, 1988, 1996, 1998 and 2004
Equality Act 2010
Data Protection Act 2018 and subsequent Regulations
Health & Safety at Work Act 1974
Management of Health & Safety at Work Regulations 1999
Housing and Regeneration Act 2008
The Environment Protection Act 1990
Home Standard 2012
Decent Homes Standard 2002
Building Regulations Act 1984
Control of Asbestos Regulations 2012
Housing Health and Safety Rating System 2006
Awaab's Law 2025

11. List of related internal documents (including procedures relating to the **Policy**)

Repair Responsibilities
Fencing Standard
HHSRS Procedure
Property Improvements and Alterations Policy
Rechargeable repairs
Awaab's law
Pest control guidance
Decant procedure