

Repairs & Maintenance Policy

Linked strategies	Live Safe 2022-25 Live Green 2022-25 Live Proud 2022-25
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Agreed by Union (If applicable)	n/a
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Date of next review	March 2026
Policy Owner	Head of Property Services & Compliance



1 Policy Statement

- 1.1 The delivery of an efficient and effective maintenance service is a significant determinant of customer satisfaction and essential to the proper management of housing stock. The aim of our Live Safe strategy is to:

“Provide homes where people feel safe, neighbourhoods where people want to stay and services that are efficient and reliable so we can deliver more.”

For this reason, Greatwell Homes delivers a repairs and maintenance service that not only properly discharges our legal obligations and regulatory requirements as a Registered Provider but ensures a positive customer experience by being both responsive and flexible to their needs.

- 1.2 The repairs and maintenance service is central in our approach to safeguarding our assets and represents a significant annual investment in both our staff and our stock. This policy supports the delivery of some of the key objectives of our Live Safe strategy:

- Keeping customers safe and feeling safe in their homes
- Developing a resilient repairs and maintenance service that delivers a great experience for customers
- Achieving a better balance between work and day-to-day repairs

This does not only assist us to understand the true costs of maintaining our assets but informs sound investment planning decisions.

2 Scope

- 2.1 The policy applies to customers of all properties managed by us where we have a duty to repair, and where appropriate, communal areas of leasehold flats and shared ownership properties (hereafter collectively referred to as “customers”).
- 2.2 The policy includes all repairs and maintenance services provided to our customers including day to day responsive repairs, planned and cyclical maintenance and repairs to empty properties (voids). This policy covers both individual homes and communal areas (internal and external).

3 Legislation



3.1 In development, implementation and review of this policy, Greatwell Homes will have regard to the relevant legislative framework, including but not exhaustively, the following:

- The Housing Acts 1985, 1996 and 2004
- The Landlord and Tenant Act 1985 (section 11)
- The Landlord and Tenant Act 1985 (section 20) as amended by section 151 of the Commonhold and Leasehold Reform Act 2002)
- The Leasehold Reform Act 1993 (s121 and 146)
- Health & Safety at Work Act 1974
- Gas Installation and Use Regulations 1998
- Environmental Protection Act 1990 (s79-82)
- Occupiers Liability Act 1957 & 1987
- Defective Premises Act 1972
- Right to Repair Regulations 1992
- The Regulatory Reform (Fire Safety) Order 2005
- Decent Homes standard 2006
- Homes (Fitness for Human Habitation) Act 2018
- The Social Housing Regulation Bill
- The Fire Safety Act 2021
- The Building Safety Act 2022
- Any amendment and updates or additions to the above

4 Definitions

4.1 **A responsive day to day repair** is for the purpose of this policy defined as an item of minor, reactive maintenance undertaken in response to a request from a customer, staff member or other stakeholder, which is required to be completed within a short pre-elected timescale.

4.2 **Minor planned works** are for the purpose of this policy defined as maintenance which due to the size and costs of works is not a responsive day to day repair but also does not fall into cyclical planned maintenance e.g., some large groundworks like repairs to footpaths.

4.3 **Cyclical/planned maintenance** is for the purpose of this policy defined as work or investment that is required to be carried out on agreed cycle, which can be completed annually or spread over a number of years. It excludes cyclical gas, electric and other safety checks which are covered by suite of individual policies.



4.4 **Voids** are for the purpose of this policy defined as any empty properties owned or managed by Greatwell Homes.

4.5 **First time fix** means that repairs are completed in one visit meaning the operative attending is able to deal with the repair without the need of a further appointment being made. This requires the right repair diagnosis to take place in customer services, correct materials being available and for operatives attending to have the right skills. Repairs that require more than one appointment from the outset e.g. plastering and painting, can also be a first time fix if all scheduled appointments are attended to and completed as per requirements.

4.6 **Property MOT** means a whole house approach to repairs and might be used when a customer reports a high number of repairs over a short period of time or no repairs at all over a long period of time.

5 Policy Principles

5.1 Greatwell Homes is committed to providing a responsive, efficient and flexible repairs and maintenance service that is both financially transparent and customer centric. The overriding principles being that we will:

- Comply with all our legal duties associated with property ownership and management.
- Comply with all relevant health and safety legislation.
- Adopt and embed the Building a Safer Future Charter
- Provide a “right first time” accessible, efficient and flexible service to our customers reflecting their varying needs.
- Embed a refreshed repairs and maintenance service offer including a Greatwell ‘Property MOT’ where appropriate.
- Strive to achieve increased happiness and perceived safety from customers.
- Achieve a better balance between responsive day to day repairs and cyclical/planned maintenance with focus on increasing cyclical and planned maintenance year on year.
- Maintain and reinvest in our homes to at least the Decent Homes Standard but be agile enough to respond to new legislation and embrace best practice.
- Improve insight and understanding of existing homes to target areas of investment.
- Ensure our procurement strategy is both compliant with Finance and



Contract Regulations as well as being flexible to meet our requirements.

- Set clear, challenging and customer centric performance targets that measure the effectiveness of our service and ensure we hear the customer voice. Targets will be reviewed annually, consider regulatory guidance (tenancy satisfaction measures) as well as historical and benchmark information to ensure they are realistic but challenging. Key Performance Indicators are approved annually by the Board.
- Involve customers in decision making about service design and delivery, when proposing changes to the existing service.
- Adhere to the principles of Right to Repair and offer compensation for service failure where appropriate, but also recharge fairly where customers have not adhered to their responsibilities (Appendix 1) in line with our Recharge Policy.
- Ensure that we investigate all reported cases of damp and mould and deal with them in line with our damp and mould procedure and process.

5.2 Responsive repairs

We will:

- Continuously review our operational processes and in-house service delivery to align with improved outcomes for our customers, reducing costs where appropriate and increasing efficiency.
- Constantly evaluate the performance of our external suppliers of both materials and services to improve “right first time” and VFM.
- Take positive action to embed excellent Health & Safety practices within all our services both in-house and external providers.
- Ensure that suitable and sufficient training and guidance is provided to staff to allow them to work safely and monitor safe working practices on site.
- Make sure that we have the correctly trained skills base to enable us to order, specify and complete all repairs.
- Ensure that all equipment required for our staff is well maintained, safe to use and adequate training has been provided on its use.
- Ensure that any health checks and monitoring are carried out and tracked, and ergonomic ways of working embedded to ensure the wellbeing of our staff.
- Ensure that all contractors and in-house staff abide by our Code of Conduct designed to ensure high standards of customer care and embed



relevant policies within the service to include Safeguarding, Domestic Violence and Equality, Inclusion & Diversity.

5.3 Planned and Cyclical Maintenance

We will:

- Analyse systems data to identify cyclical and planned maintenance programmes, communicating with affected customers to agree delivery and timescales.
- Undertake external decoration work to our properties on a cyclical basis at appropriate intervals. Likewise, for the internal decoration of our general needs communal blocks and Independent Living (IL) schemes.
- Offer a customer choice regarding styles and or colours when undertaking planned investment and cyclical maintenance works where appropriate.
- Ensure that customers are provided with written confirmation of the work to be undertaken with timescales.
- Undertake regular site visits and post completion inspections to ensure work is completed to the required quality standard and to our customer's satisfaction.
- Carry out a rolling programme of stock condition surveys to ensure that the information we hold in regard to the condition of our housing stock is up to date, comprehensive and meaningful. This data is periodically validated externally and will help us to make informed decisions about our cycle of planned investment and ensure that our homes are compliant with the Homes Standard as laid out by the Regulator. Overall component lifecycles as per our asset investment policy are detailed in Appendix 2.

5.4 Voids

- All properties will be let in accordance with a customer-agreed lettable standard; any changes to which will be subject to consultation and review through our Customer Involvement Framework. Where it is cost effective, planned or other major works will be completed prior to properties being re-let. If not appropriate at that time, incoming customers will be informed of the timeframe for such works to be carried out after they have moved into their new home.
- All properties will be subject to a gas and electric check as well as having



a valid Energy Performance Certificate (EPC), as a minimum before a new customer can move in.

- As far as practicable properties will be let with a minimum EPC rating of C with works to achieve a C rating completed at void stage. Properties will only be let below a C rating if it is included in a planned programme due to be completed in the near future.
- Wherever possible, the needs of the new customer will be directly linked to any works carried out prior to them moving into their new home in addition to the lettable standard. This might include offering floor coverings and furnished tenancies where appropriate.

5.5 Repairs to leasehold and shared ownership properties

- Under the terms of leases, customers are responsible for undertaking repairs to the interior of their homes.
- Greatwell Homes typically will only be responsible for the maintenance of the structure and exterior of the building/block and any communal areas as determined by the lease agreement. In accordance with the terms of their lease leaseholders are required to contribute to the cost of carrying out such works and we will comply with all relevant legislation when consulting with leaseholders where a contribution is required in accordance with Section 20 of the Landlord and Tenant Act 1985 as amended by section 151 of the Commonhold and Leasehold Reform Act 2002.

5.6 Procurement

We will:

- Ensure that we deliver repairs and maintenance services as efficiently as possible, we will explore all available procurement methods to ensure we can deliver services that meet all required standards whilst ensuring VFM.
- Consider strategic partnership options via existing and new framework opportunities.
- Where appropriate, involve our customers in product and service development as well as reviewing specifications and tender evaluations.
- Wherever possible, introduce, influence and maintain standardisation in terms of components and internal layouts used in new developments and maintenance processes.



6 Implications for customers and staff

- 6.1 The Equality ACT of 2010 makes it unlawful to discriminate, harass or victimise based on any protected characteristics (age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage & civil partnership, pregnancy & maternity). Greatwell Homes supports its principles and is committed to the values of equality of opportunity and non-discrimination.
- 6.2 Implications for equality have been assessed through an Equality Impact Assessments (EIA) undertaken as part of the Privacy Impact Assessment as per paragraph 5.3 below. A full EIA was carried out (available on request), highlighting positive impact on some of our customers when it comes to needs being addressed when carrying out works in void properties. Furthermore, we have a reasonable adjustments policy which sets out how we will respond to individual needs and request in delivering our service.
- 6.3 A Privacy Impact Assessment (PIA) has been carried on this policy and a copy is available upon request. None of the changes to this policy will have an impact on our customers' privacy. Customer data is being processed in line with legal requirements with repairs and maintenance carried out in line with our legal obligations.
- 6.4 Where appropriate and especially if changes to the existing repairs service are proposed, we will consult with customers through our involvement framework, enabling reviews of and improvement to our service with the customer voice being central to any decisions made.
- 6.5 We provide a twenty-four hours/ seven day a week repairs service utilising both our in-house team and external providers (emergencies only outside the hours of 8am to 5pm).
- 6.6 We provide an appointment service to carry out repairs and maintenance, based around the needs of our customers. A right first-time ethos is embedded together with a streamlined customer journey, allowing for the least number of necessary interactions between first point of contact and completion of the works.
- 6.7 We aim to complete repairs within agreed timescales which form part of our key performance indicators (KPIs) to be monitored for both our in-house team and



external providers.

- 6.8 We will attend to an emergency repair within 24 hours (one calendar day) and all other routine repairs within 28 calendar days. For minor planned works we will complete these within 90 calendar days. A repair is deemed to be an emergency if it is deemed a threat to life or an immediate danger to our customers or our asset.
- 6.9 When responding to emergency repairs, we will take action to prevent/ remove any immediate danger but further works required would be undertaken during normal working hours.
- 6.10 A repair is deemed to be planned minor works based on scale of the works and the cost.
- 6.11 We will recharge for any repairs and maintenance works that are deemed not to be our responsibility in line with our Rechargeable Repairs Policy. Likewise, we will compensate customers where we fail to meet our service standard in accordance with our Compensation Policy.
- 6.12 We will monitor (transactional) customer satisfaction of repairs carried out as a KPI, by providing digital platforms and simple ways to feedback. All feedback will be reviewed on a monthly basis and used to evaluate and enhance the customer experience wherever possible.
- 6.13 We will ensure that any complaints about the service are investigated thoroughly and promptly in accordance with our Customer Concerns and Complaints Policy. We will also celebrate compliments and ensure staff are recognised for demonstrating thriving behaviours linked to our values.
- 6.14 We will encourage digital reporting mechanisms for customers, to streamline the service.
- 6.15 We will empower customers to learn and undertake some basic DIY skills and assist them to maintain their homes.
- 6.16 We will wherever possible nurture those who want to learn new skills / trades through a mechanism of cross-skilling and training our workforce. We will explore apprenticeships where feasible.



6.17 We will set appropriate timescales for completion of repairs to our void properties to allow for timely allocation based on accurate dates for prospective new tenancy start dates.

7 Performance Management

7.1 We will make use of the following performance indicators to monitor and report on the effectiveness of the service.

- % of customers satisfied with most recent repair
- % of repairs completed at first visit
- % of emergency repairs completed within timescale
- % of routine repairs completed within timescale
- Average days to complete routine repairs
- % of customers satisfied with the condition of their property
- Average re-let time of all properties

7.2 Key Performance Indicators (KPIs), including customer satisfaction as set out by the Regulator for Social Housing in the Tenant Satisfaction Measures, directly related to the repairs and maintenance service are agreed annually by the Board and the Executive Management Team (EMT) and Board will receive quarterly reports on responsive repairs, voids, planned and cyclical maintenance in accordance with their responsibilities under the Governance and Delegations Framework (GDF).

7.3 Operational Performance Indicators (OPIs) are agreed annually and link specifically to monitoring the efficiency and effectiveness of the service from a more operational perspective.

7.4 Levels of customer satisfaction are a key determinant in assessing the quality of the service, both of our in-house team and external providers. Previous performance is being used in assessing and reviewing our approved list of contractors.

7.5 We will undertake continuous financial monitoring to ensure that expenditure is within budget, and we deliver VFM through comparing market trends and material supply chains. Furthermore, we benchmark performance via HouseMark.

8 Responsibility and Decision Making



8.1 The table below illustrates the structure for responsibility and decision making in relation to this policy.

Person Responsible	Scope
Head of Property Services & Compliance	<ul style="list-style-type: none"> Overall accountability for implementation of this policy and that all performance measurements are met.
Repairs & Maintenance Manager Operational Support Manager Property Investment Manager Health, Safety & Compliance Manager	<ul style="list-style-type: none"> Responsible for the implementation, the day-to-day application and adherence to this policy.
Greatwell Works Operatives	<ul style="list-style-type: none"> Delivery of the service outlined within this policy.

9 Review

9.1 This Policy will be reviewed every three years or in line with changes in legislation, whichever is the sooner, updates or recommendations for changes will be presented to the Board.

Associated Policies	Associated Procedures
Rechargeable Repairs Policy	Rechargeable Repairs Procedure
Asset Investment Policy	
Reasonable Adjustments Policy	
Customer Concerns and Complaints Policy	
Compensation Policy	
Asbestos Policy	Asbestos Management Plan, Procedure & Guidance
Procurement Policy	
Health and Safety and associated suite of policies including Gas and Electrical Safety policies	Gas Safety & Procedure & Guidance



Garage Policy	Garage Procedures
Neighbourhood Management Policy	
Safeguarding Policy	Damp & Mould Procedure

1. Customer responsibilities

- Contents insurance – We will **not** replace your goods, furniture or other belongings in the event of theft, fire, vandalism, water damage, or other household incidents unless Greatwell Homes is at fault. You can arrange your contents insurance with a provider of your choice.
- Most interior decoration – Greatwell Homes will ensure decoration can take place as per the lettable standard (<https://www.greatwellhomes.org.uk/downloads/lettable-standard/>)
- Anything that you have installed yourself (see below for further details), or that is a non-standard item installed by a previous tenant.
- Replacing the batteries in smoke alarms and CO detectors
- TV aerials and satellite dishes (unless communal), and aerial/satellite/phone sockets
- Unblocking sinks, basins, baths and WCs (where the blockage is within your boundary and is not caused by faulty pipework)
- Servicing, repairing and maintaining your own appliances, including the pipework and installation for washing machines and large household appliances
- Plugs and chains
- Gaining entry to your property if you have locked yourself out or lost your keys
- Garden maintenance (unless communal)
- Replacing light bulbs and fluorescent tubes
- Replacement or additional house and/or window keys
- Bolts and security chains to gates and doors
- Broken glass to windows and doors unless it is a stress fracture (has no impact point), or unless it is a result of criminal damage (a crime reference number will be required)
- Driveway maintenance



- Any damage caused by yourself, your family, or visitors to the property, even if it is accidental. We will only repair any criminal damage if you can provide a valid crime reference number.
- Toilet seats
- Letterbox plates
- Child-proofing measures
- Anything other than emergency repairs during the first year if you have exchanged properties with someone else and the repairs are deemed rechargeable due to being caused by the current or previous customer.
- Shed
- Initial mould and condensation issues (advice will be given by our customer services team on how to treat including provision of mould kits if needed).
- Electricity, gas and water meters.
- Some boundary walls and fences (<https://www.greatwellhomes.org.uk/my-home/repairs/maintenance-responsibilities/fences-who-owns-and-maintains-them/>)

For any plans on altering the property other than decorating, permission needs to be sought before works start. Measurements and plans might need to be provided as well as assurances that works will be carried out by a qualified person.































Customers will be responsible for maintaining any work they carry out themselves and may be asked to return the property to the original condition at the end of their tenancy. Full details of this will be provided should permission for the work be given. Furthermore, customer may also want to check with the local authority to see if they require planning permission or if they have any additional requirements.

2. Greatwell Homes responsibilities































- Home structure – inside and out
- Guttering and downpipes
- Smoke and CO alarm installation & repair, other than battery replacement
- Heating and hot water systems, including boiler servicing and gas safety (but not servicing or repairing your own gas appliances)
- Kitchens, bathrooms and WCs that we have installed
- Internal communal areas in flats, external communal areas where it is Greatwell Homes land (we can always check this for you)
- Garages that you rent from us



- Paths, steps, ramps, etc. leading to and from the property within the boundary
- Damp, mould and condensation following initial treatment by customers or if caused by underlying property issues
- Some boundary walls and fences. (<https://www.greatwellhomes.org.uk/my-home/repairs/maintenance-responsibilities/fences-who-owns-and-maintains-them/>).
- Hazards as per the Housing Health and Safety Rating System (HHSRS)

Property Component	General Needs	Independent Living	Market Rent	Rent Plus	Rent to buy	Shared ownership
Internal Decorations						
Sanitary Flooring (kitchen and Bathroom)						
Flooring throughout property						
Outside Taps						
Water Butt						
Garden Shed						
Existing Outside at the back Lights						
Existing original Outside lights at the front						
Fence renewal Chain-link fencing						



Front Fences (follow process for minor repair, adoption or removal)						
Fence renewal Wooden fencing						
Internal doors (this does not include when, rehanging for when carpets are fitted)						
Hard wired doorbell						
Smoke and CO alarms						

Repairs can be booked via our website by logging into your account:

<https://whomes-live.panconnect.cloud/sg/ssp/login/en-gb>

You can also ring our customer services team on **01933 234450**.

For any emergencies, please always call customer services



Appendix 2 – Component replacement lifecycle



Component	Requirement	Average Life expectancy
Kitchens (DHS 20 years)	Modern fitted kitchen units with space for appliances, food preparation, safe flooring, tiling and extractor fan	25 years
Bathrooms (DHS 30 years)	Modern bathroom with toilet, basin bath/shower enclosure, tiling, extractor fan and electric/mixer shower Secondary toilet	30 years 60 years
Electrical Systems (DHS 30 years)	Modern wiring including adequate supply of sockets Consumer unit	50 years (5-year testing) 30 years
Central Heating (DHS 15 year)	Full controllable energy efficient heat source. Currently mainly gas fired boilers but likely to be electric heating in the future. Radiators or other heat emitter	15 years 30 years
Roofs/Chimneys (DHS 50 years)	Safe and watertight including adequate insulation within loft space	80 years
Roofline and flat roofs	Fascia, soffits, guttering and down pipes Flat roof (extensions and/or outhouses)	30 years 30 years
External Doors (DHS 40 years)	Secure and modern composite type front entrance doors to 'secure by design' standard 30-minute fire rated flat entrance door (Internal) Back doors Patio doors	25 years 40 years 25 years 25 years
Windows (DHS 30 years for flats, 40 years for houses)	High quality PVCu double glazed windows with secure locking handles High quality extruded aluminium double glazed windows with secure locking handles	25 years 40 years

