



Repair and Maintenance Policy





1.0 Introduction

- 1.1 Providing a high-quality repair and maintenance service is one of The Housing Plus Group's (HPG) highest priorities. Our customers tell us that keeping their homes safe, well maintained and in good repair is one of the most important services we provide. This policy explains how we will deliver a safe, effective and customer-focused repairs and maintenance service while meeting our legal and regulatory responsibilities, including Awaab's Law.
- 1.2 We will make this policy and information about our repairs service accessible to all customers. We will consider individual needs and preferences and, where needed, provide reasonable adjustments, including information in alternative formats or languages, so everyone can access our repairs service.

2.0 Policy Statement

2.1 This policy sets out how:

- We will keep homes well-maintained and ensure compliance with the Regulator of Social Housing's (RSH's) Regulatory Standards.
- We will ensure homes are safe and meet health and safety requirements, recognising that higher risk buildings may require additional governance, approvals, or information requirements.
- We will ensure employees and contractors work safely in our homes.
- We will deliver a cost effective, customer focused service that provides value for money through our in-house teams, approved contractors and planned programmes of work.
- We will listen to customers and act on feedback and communicate clearly using language that is easy to understand.

3.0 Policy Scope

- 3.1 This policy applies to all homes and assets owned or managed by HPG and where we operate as a landlord. It applies to all customers, employees and contractors involved in delivering or receiving repair, maintenance, cyclical and planned improvement services.

4.0 Definitions

- 4.1 **Customer** – A tenant or other person who is entitled to receive services from HPG in relation to their home.
- 4.2 **Same Day Service** – HPG's approach to attending and completing repairs on the day they are reported where possible. The service operates from 08:00 to 20:00 every day, including weekends. During periods of exceptionally high demand, we may temporarily prioritise emergency repairs only.
- 4.3 **Appointed Repairs** – Repairs booked for a future date at the customer's request, and repairs that require a further appointment because the work could not be completed during the initial visit.

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- 4.4 **Out of Hours Repairs (20.00 – 08.00)** - Emergency repairs reported outside normal service hours will be assessed and attended based on urgency and customer vulnerability. Where attendance is not required overnight, the repair will be passed to the daytime service.
- 4.5 **Damp, mould and excessive condensation** – Damp, mould and excessive condensation can affect the condition of a home and may impact a customer's health, wellbeing and comfort. HPG will take all reports seriously and will assess the condition of the property, identify the cause of the issue, and consider the customer's individual circumstances when deciding the appropriate action. In some cases, more than one visit may be needed to investigate, complete repairs and resolve the issue.
- 4.6 **Void/ Empty Homes** - A void property, also referred to as an empty home, is a property owned or managed by HPG that is unoccupied between tenancies or occupancy agreements. During this period, the property may require repairs, maintenance, cleaning, safety and compliance checks, or improvement works to ensure it is safe, secure, and suitable for future occupation or re-letting.
- 4.7 **Heating System Servicing** - An annual safety inspection completed by a qualified engineer to ensure heating systems, associated equipment and safety devices, such as carbon monoxide and smoke alarms are safe, working correctly and comply with relevant legislation.
- 4.8 **Leaseholders and Shared Ownership Repairs** - Repairs where responsibility is determined by the terms of the lease agreement. The lease sets out which repairs are the responsibility of HPG and which remain the responsibility of the leaseholder or shared owner.
- 4.9 **Planned work** - Planned works are improvement or replacement works delivered as part of a planned investment programme, such as kitchens, bathrooms, windows, doors and other major property components.
- 4.10 **Cyclical maintenance** – Planned maintenance activities carried out at regular intervals to ensure the safety, compliance, condition, and longevity of properties and communal areas. This includes periodic safety checks, such as gas servicing and electrical inspections, alongside planned works such as communal area painting and other routine building maintenance activities.
- 4.11 **Tenant Satisfaction Measures (TSM's)** – A set of standard measures introduced by the Regulator of Social Housing (RSH) to assess how well social housing providers are delivering services and how satisfied tenants are with those services.
- 4.12 **Emergency repairs** - Repairs that require urgent attention to prevent serious damage to the building, a risk to health or safety, significant loss or damage to an occupier's property, or where there is a loss of essential services such as a boiler failure.
- 4.13 **Non-emergency repairs** - Repairs that do not require an urgent response and can be planned and completed within an agreed timescale. These include repairs that do not present an immediate risk to health, safety, security or the structure of the home.
- 4.14 **Golden Thread** – A complete and accurate record of information about a building, including its design, construction, changes, and safety-critical features. The information is kept up to date throughout the building's lifecycle to support effective building safety management and help ensure the safety of residents.



5.0 Roles and Responsibilities

- 5.1 The Executive Director of Customer Experience is responsible for overseeing implementation of this policy and monitoring performance, including safety-critical matters.
- 5.2 All HPG employees and contractors are required to adhere to this policy and deliver services in line with their roles and responsibilities. They must consider the circumstances and vulnerabilities of customers, recognise when customers may be less confident in expressing their needs, and advocate on their behalf where appropriate.
- 5.3 Customers also have responsibilities under this policy, including reporting repairs promptly, sharing information about any vulnerabilities or specific needs that may affect how they access or receive the repair service, providing access when required, and helping us to maintain safe and well-kept homes.

6.0 HPG Responsibilities

- 6.1 We ask you to report any repairs, faults or damage to us as soon as possible. This helps us to identify issues early and prevent further damage to your home.
- 6.2 Our repair responsibilities for leaseholders and shared owners are determined by the terms of the lease agreement.
- 6.3 Some repairs may be the responsibility of a management company, freeholder, or another organisation depending on your home or tenancy agreement. If you report one of these repairs to us, we'll let you know who is responsible and where appropriate, notify or liaise with the responsible person or organisation. Repair timescales will be determined by the organisation responsible for completing the work.
- 6.4 For homes that are less than 12 months old, repairs are contractually the responsibility of the builder/ developer. Their response times may be different to HPG's. Where an emergency repair is reported and the builder/ developer cannot respond within 24 hours, HPG will arrange for the repair to be managed through our Same Day Repairs or Out of Hours Service.
- 6.5 We will ensure repairs are completed safely by appropriately trained and competent employees and contractors. Where risks to life, harm or safeguarding concerns are identified, we will take immediate action.
- 6.6 We will respond to emergency repairs as quickly as possible and aim to attend within 24 hours through our Same Day Repairs Service. Where a repair presents an immediate risk to health, safety or the security of your home, we will prioritise our response accordingly. We provide an out-of-hours service for emergency repairs that cannot safely wait until the next working day.
- 6.7 We will carry out repairs at a time that has been agreed with you, aim to fix the issue first time where possible, and ensure repairs are completed safely and with care for you, your home. We will take account of any vulnerabilities, circumstances or specific requirements you or members of your household may have when arranging and carrying out the repair. If your repair requires more than one visit or a staged approach, we will keep you informed and explain what will happen next.

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- 6.8 Where we are unable to complete a non-emergency repair through our Same Day Repairs Service, we will ensure the home remains safe and usable and aim to complete the remaining repair work within 28 working days. In some cases, we may decide that replacing an item is a better long-term solution than repairing it. Where this is the case, the work will be carried out through our Planned Investment Programme. Planned works follow different timescales to those set out in this repairs policy. Timescales will vary depending on the work required, programme priorities and individual circumstances, and the expected timeframe will be agreed with the tenant.
- 6.9 We are responsible for carrying out annual heating safety inspections to ensure your heating system remains safe, works correctly and meets legal requirements. Where any issues are identified, we will arrange the necessary repairs. Inspections and repairs may be completed by our in-house maintenance teams or approved contractors working on behalf of HPG.
- 6.10 We will keep communal areas, including outdoor spaces, clean and well maintained.
- 6.11 We will respond to repairs in homes and communal areas where action is needed to prevent or address pest issues.
- 6.12 During periods of increased demand, such as winter months or periods of severe weather, it may take us longer to respond to some repair requests. Where this happens, we will prioritise repairs based on the urgency of the issue, the impact on your home and any individual needs or circumstances you have shared with us. We will keep you updated if there are any changes to expected timescales.
- 6.13 We will ensure empty homes are safe, secure, clean and ready for letting. We will manage repairs, compliance checks and inspections efficiently to minimise the time homes remain empty while maintaining required safety and quality standards.
- 6.14 We will keep accurate records of repairs and maintenance activities. For Higher-Risk Buildings, information relating to safety-critical features may form part of the Golden Thread to support effective building safety management.
- 6.15 We will invest in our homes through planned programmes of work to maintain safety, quality and long-term sustainability.
- 6.16 We will deliver our repairs service in a way that supports environmental sustainability and reduces unnecessary impact on the environment.

7.0 Customer Responsibilities

- 7.1 We ask you to report any repairs, faults or damage to us as soon as possible. This helps us to identify issues early and prevent further damage to your home.
- 7.2 You are responsible for keeping your home clean and in a reasonable condition, including disposing of rubbish appropriately to help prevent pest problems. If we need to take action because of serious or ongoing issues affecting the condition of your home, we will work with you to understand the circumstances and provide appropriate support.
- 7.3 You must provide access for repairs, inspections and safety checks, including gas, electrical, fire safety and other compliance visits. We will work with you to arrange
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appointments at a suitable time. If access is repeatedly refused, we may need to take further action to meet our legal responsibilities and keep homes safe.

- 7.4 To help prevent damp, mould and excessive condensation, you should keep ventilation areas clear, use trickle vents where provided and ensure extractor fans are working correctly. If you use a tumble dryer with a vent hose, it should be connected to an external vent to allow moisture to escape safely.
- 7.5 You are responsible for looking after and maintaining any items provided or gifted to you by HPG.
- 7.6 Internal painting and decorating is generally your responsibility. However, where damage has been caused by a repair failure, leak or other issue that is our responsibility, we will make good the affected area or provide decoration vouchers where appropriate.
- 7.7 You should ensure you have suitable insurance to protect your belongings and cover your responsibilities in the event of damage or loss.
- 7.8 You must obtain our written permission before carrying out any work or permanent improvements to your home. We will not unreasonably refuse permission. Any improvements carried out without approval, or that do not meet required standards, may need to be removed or reinstated at your cost.
- 7.9 If a repair is needed because of damage caused by you, someone living with you or a visitor to your home, you may be responsible for the cost of the repair. Where the repair presents a health and safety risk, we may complete the work and recover the cost through your account, with payment support options available where appropriate. This may include accidental or deliberate damage, damage to communal areas, neglect or issues caused by faulty appliances. If damage has resulted from a criminal incident, you should report this to the police and obtain an incident number if you wish to challenge a charge.
- 7.10 If you do not meet your responsibilities under your tenancy conditions, we will work with you to understand the reasons and provide support where possible. Where necessary, we may take action to meet our responsibilities as your landlord.
- 7.11 A detailed guide setting out landlord and customer repair responsibilities will be available on our website and can also be provided on request.

8.0 Statutory Duties

8.1 This policy supports our legal and regulatory responsibilities, including the following legislation, regulations and standards:

- 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;

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- Fire Safety Act 2021;
 - Fire Safety (England) Regulations 2022;
 - Gas Safety (Installation and Use) Regulations 1998;
 - GDPR and Data Protection Act 2018
 - 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) Act 2023;
 - Tenant Satisfaction Measures (TSM's);
 - The Building (Higher-Risk Buildings Procedures) (England) Regulations 2023;
 - The Control of Substances 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 Regulator of Social Housing (RSH) Consumer Standards.



	Policy Control Sheet Repair and Maintenance Policy Policy reference number 2026/021
Policy Author	Emma Humphries Regional Director
Direct Lead	David Wells Executive Director of Customer Experience
Version	1.0 - September 2026
Target audience	All customers, employees and contractors involved in the delivery of the repair and maintenance service.
Consultation	Wrekin Voices / Customer Partnership Panel Group employees across the housing, property and maintenance service teams Directors and Heads of Service Executive Management Team SPaCE Committee
Date of Equality Impact Assessment	An EIA was completed on the 28 th April 2026
Date of Data Privacy Impact Assessment	Not required.
Approving Body	HPG Board
Date of final approval	23 rd September 2026
Implementation date	1 st October 2026
Monitoring arrangements	Monthly Measures Meetings (Repairs Performance) Regional Panel Meetings
Reporting	SPaCE Committee
Review date	April 2029
Expiry date	October 2029
Review cycle	Three-year review cycle or sooner if there are legislative, regulatory or other significant impacts on the business.
Policy category	Repairs Service
Associated policies and procedures	Asset Management Strategy Compensation Policy Complaints Policy EDI Strategy Health and Safety Compliance Policies
Policy location	SharePoint HPG Hub Housing Plus Group website

Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date
Emma Humphries Regional Director	New HPG Policy	1.0- September 2026	HPG Board – 23/09/2026

