



Repairs and Maintenance

Policy Statement

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1. Purpose of the Policy

Denbigh Methodist Housing Association is committed to providing a high quality, safe and effective repairs service. We want to ensure that our homes are safe and well-maintained.

This purpose of this policy is to ensure that all staff, residents, service users and contractors have the required knowledge and information to provide and engage with the repairs service.

Denbigh Methodist Housing Association will:

- Comply with relevant legislation, statutory obligations, and best practice.
- Provide a service that ensures that our properties are maintained and protected.
- Ensure that all residents live in a secure, safe, and habitable environment.
- Provide an efficient, prompt, responsive, and cost-effective repairs service that works well for both staff and residents.

2. Scope of the Policy

This policy details the repairs and maintenance service that is provided to all properties and communal areas that are owned and managed by Denbigh Methodist Housing Association.

All members of staff, volunteers, contractors and third parties should use and abide by this policy. This policy applies where Denbigh Methodist Housing Association provides a repairs and maintenance service to residents and any other service users.

This policy details the repair obligations of Denbigh Methodist Housing Association as well the rights and obligations of residents and service users. It also details the process for reporting a repair and how repairs are managed.

This is an overarching policy that applies across Denbigh Methodist Housing Association.

3. Policy Objectives

- Define the repair responsibilities of Denbigh Methodist Housing Association and that of residents
- Outline how Denbigh Methodist Housing Association aim to provide a repairs and maintenance service that is convenient and accessible to all residents (with clear communication)
- Outline the range of ways that residents can report repairs

4. Definitions

Repair

The process of rectifying or restoring a component or installation in property that is owned or managed by Denbigh Methodist Housing Association when it is faulty or in a state of disrepair.

Maintenance

The functional checks, services, repairing or replacing of necessary components in properties owned or managed by Denbigh Methodist Housing Association.

Resident

A tenant of a property that is owned or managed by Denbigh Methodist Housing Association.

5. Policy Detail

Repair and Maintenance Responsibilities for Residents

- Residents are required to promptly report any repairs that are the responsibility of Denbigh Methodist Housing Association. This is to prevent properties and their components falling into further disrepair.
- The resident is required to keep the interior of the property clean, tidy and in the same condition as at the start of the Tenancy (except for fair wear and tear).
- If the property has a garden, the resident is expected to keep it clean and tidy, and free from rubbish.
- The resident is required to keep the inside and outside of all windows that they can reasonably reach clean.
- Residents are required to promptly replace and pay for all broken glass at the property where the breakage has been caused by the resident themselves or a family member or visitor.
- Residents are required not to cause any blockage to the drains, gutters, and pipes of the property. This obligation does not require the resident to carry out any works or repairs for which Denbigh Methodist Housing Association is liable for.
- If the resident wishes to make any alteration or addition to the property, or if they would like to redecorate, they are required to seek consent from Denbigh Methodist Housing Association. Consent will not be withheld unreasonably.

- Residents are required to ensure that repairs do not arise due to neglect, wilful damage, or accidental damage.
- Residents must not perform any gas or electrical repairs themselves without prior consent from Denbigh Methodist Housing Association. All gas and electrical works must be carried out by a Gas Safe or NICEIC registered contractor.

Repair Responsibilities for Denbigh Methodist Housing Association

Denbigh Methodist Housing Association will repair any damage caused by an insured risk (unless the damage was caused by the wilful actions, negligence, or default of the resident).

Any appliances that are provided to the resident by Denbigh Methodist Housing Association at the start of the tenancy will be kept in a state of repair.

In accordance with Section 11 of the LTA, Denbigh Methodist Housing Association will:

- Keep the structure of the property in a state of repair. This includes the drains, external pipes, gutters, and external windows.
- Keep the installations required for the supply of water, gas, electricity and for sanitation in a state of repair. This includes basins, sinks, baths, and sanitary conveniences.
- Keep the installations required for space heating and water heating in a state of repair.

Denbigh Methodist Housing Association will not:

- Keep in repair or maintain anything that the resident is entitled to remove from the property.
- Carry out works or repairs that the resident is liable to do as part of their tenancy agreement.
- If a request is made from a disabled resident for adjustments to be made to the property, Denbigh Methodist Housing Association will not be required to make any adjustments beyond what is required by law.

Categories of Repairs and Definitions

Emergency Repairs

Repairs will be classed as an emergency when there is a serious risk to residents or their homes. The main aim will be to ensure that everyone is safe, and we will attend as soon as possible. Some repair work may be carried out as emergency.

Routine Repairs

These are repairs that do not pose any immediate risk to residents or their properties. These repairs can be booked by contacting Denbigh Methodist Housing Association and arranging an appointment.

Major and Planned Works

These are larger repairs or maintenance works that are planned and may be carried out in several properties at the same time. Denbigh Methodist Housing Association will attend properties to carry out an assessment for these works and complete any necessary temporary repairs. We will then advise on timescales for the full works or repair. The timescale will be dependent on the nature of the work that is needed.

Reporting a Repair

Residents may report repairs using the following means:

By phone: 0207 229 7728

In writing:

Denbigh Methodist Housing Association
Notting Hill Methodist Church
240 Lancaster Road London W11 4AH

Outside office hours (9am – 5pm), emergency repairs may be reported on 0207 229 7728.

Pre-inspection prior to a repair

Once a repair is reported, staff or contractors from Denbigh Methodist Housing Association may need to visit the property to determine the scope of the repair (where this cannot be determined from the information provided by the resident). Following the pre-inspection, a mutually convenient appointment will be arranged with the resident to carry out the repair.

Repair Appointments

When a repair is reported, Denbigh Methodist Housing Association will arrange a mutually convenient time with the resident to attend the property to complete the repair. If the pre-arranged time is no longer convenient for the resident, they are required to contact Denbigh Methodist Housing Association to arrange a more suitable time.

At the time of the appointment, residents are required to provide access to the property and to remove their belongings from the area that the repair is being carried out. Residents are required to ensure that a clean and smoke free environment is provided for our staff and contractors to work in.

If Denbigh Methodist Housing Association fails to gain access to the property and the repair is deemed to be a Health and Safety issue, we will contact the resident to arrange another appointment. If there is an immediate risk to residents, other people, or properties, we may take additional measures to gain entry to the property.

Safeguarding

Denbigh Methodist Housing Association is committed to safeguarding children and vulnerable adults. If safeguarding concerns are identified whilst attending a property for a repair, staff and contractors will follow the safeguarding policy and ensure that the concerns are recorded (and reported where necessary and appropriate). Denbigh Methodist Housing Association will work with all relevant agencies to ensure that children and vulnerable adults are safeguarded.

Domestic Violence or Abuse

If domestic violence or abuse concerns are identified, Denbigh Methodist Housing Association will work with the survivor to decide whether any security measures are needed (such as lock changes). The concerns will also be recorded. We will also work with other relevant agencies (as well as the survivor) to ensure that individual cases are dealt promptly and effectively.

Data Protection Storage and Retention

Denbigh Methodist Housing Association will treat all information relevant to each resident in the strictest confidence according to data protection legislation. All data will be stored securely.

Equality, Diversity, and Inclusion

This policy complies with the Equality Act 2010 to ensure that all residents and service users are treated equally without prejudice or discrimination. Denbigh Methodist Housing Association will act sensitively towards the diverse needs of individual residents as well as communities. When applying this policy, we will not directly or indirectly discriminate against any person or group of people due to their protected characteristics (as set out in the Equality Act 2010) We will ensure that we use information about our residents and service users to deliver services sensitively.

Appendix 1: Legislation and National Standards

- 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
- The Children Act 1989 & 2004
- Modern Slavery Act 2015
- Domestic Abuse Bill 2019