

# Habitare Homes Limited: Repairs and Maintenance Policy

Version:	v5.0
Date adopted:	Oct 2022
Date of next review:	Oct 2024

## 1 | Introduction

- 1.1. Habitare Homes Limited (**Habitare Homes**) is committed to ensuring that its buildings and communal areas are well-maintained, and repairs are carried out in a timely and cost-effective manner to maximise the long-term life of its properties.
- 1.2. The purpose of this policy is to set out our approach to responsive repairs, cyclical and planned maintenance, and how performance services are managed. This is undertaken by the managing agents (**MA**s) on Habitare Homes' behalf. This policy will apply to all properties managed in this way.
- 1.3. The main aims of this policy are to:
  - provide clearly, the principles of our repairs and maintenance service for our MAs, employees and residents; enabling Habitare Homes to provide a seamless, high quality and customer focused repairs service for all residents; and
  - ensure the repairs and maintenance service meets all legal and regulatory requirements, including those relating to our statutory health and safety responsibilities.

## 2 | Scope

- 2.1. This policy applies to all properties where Habitare Homes has the obligation to provide a repairs and maintenance service as the lessor or sub-lessor (as applicable) in respect of the exterior structure and communal areas such as such as common entrance halls, stairways, lifts and shafts, entry phones, passageways, rubbish chutes, bin and bike storage areas, etc. and other mechanical and electrical equipment (**M&E**) shared within a building/ block.
- 2.2. Leaseholders (including shared owners and sub-leaseholders, as applicable) are responsible for all repairs and maintenance within the demise set out in their lease. Habitare Homes has no responsibility under this policy for repairs to the demise under a shared ownership lease.
- 2.3. All MAs and subcontractors are expected to work in line with this policy.

- 2.4. This policy will be jointly implemented with our MAs.
- 2.5. The words “staff, “us” and “we” in this policy refers to the staff of the MAs with regard to all operational matters.

### 3 | Approach to Repairs and Maintenance

3.1. There are three classifications of repairs & maintenance: Responsive Repairs, Cyclical Maintenance and Planned Maintenance.

#### 3.2. Responsive repairs

3.2.1. Responsive repairs are repairs which are carried out on a reactive basis as the need arises e.g. a fault to doors and windows, lifts, intercom system or loss of heating or power within the communal areas. Responsive repairs are split into the following three categories:

Category	Description	Response Time
Emergency Repairs	Are repair works which, if not carried out would pose an immediate risk to a resident or third party’s health and safety or to the building’s structural integrity. Habitare Homes will follow the MA’s timeframe on emergency repairs.	Aim to attend within 4hrs to make safe and complete within 24hrs of receiving the request
Urgent Repairs	Are repair works which, if not carried out would not pose an immediate risk but cause a serious inconvenience to the resident. This type of repairs could develop into an emergency repair if it is not addressed. Habitare Homes will follow the MA’s timeframe on urgent repairs.	Aim to be completed within 7 working days
Routine Repairs	These are repair works that are not hazardous and do not cause any serious inconvenience to the resident. Habitare	Aim to be completed within 30 working days.

	Homes will follow the MA's timeframe.	
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- 3.2.2. All responsive repairs are to be logged directly with the MA. This can be done by phone, to a member of staff, online or via email. In some cases, an inspection might be required before the works are completed.
- 3.2.3. An out of hours emergency number will be provided for the reporting of Emergency Repairs that cannot wait until usual business hours. All non-Emergency, urgent and routine repairs should be reported during usual business hours.
- 3.2.4. With all repairs, residents will be notified of when the repair works will take place and how long the repair should take to resolve. Upon completion of the works, residents will be notified.
- 3.2.5. Habitare Homes recognises that it will be more difficult for residents with specific communication needs to access our information surrounding repairs & maintenance and reporting them. We will ensure that our communications are accessible to all as described in our Equality and Diversity Policy.
- 3.3. Cyclical maintenance
- 3.3.1. Cyclical maintenance comprises work which is considered protective or preventative. This includes gas servicing/safety checks, electrical safety checks, decoration of communal areas and other similar works.
- 3.3.2. Habitare Homes will endeavour to ensure the areas and facilities within communal spaces are maintained to a good standard including all M&E.
- 3.3.3. Where scaffolding or works to communal areas are required for the purposes of cyclical maintenance work all resident will be given two weeks' notice.
- 3.3.4. Habitare Homes will endeavour to carry out the cyclical maintenance works causing the least possible disruption and inconvenience to our residents.
- 3.4. Planned Maintenance
- 3.4.1. Planned maintenance works are planned in advance and will be carried out to ensure the health and safety of residents and their visitors and to maintain the standard of our properties in line with our Asset Management Strategy.
- 3.4.2. This type of maintenance is to meet statutory and legal obligations, and to prevent deterioration of the building components and/or improve the appearance of the accommodation.
- 3.4.3. Habitare Homes will use data obtained from stock condition surveys to schedule planned maintenance. An annual programme of planned maintenance works will be notified to resident whose properties are impacted by planned work.
- 3.4.4. Examples of planned maintenance include major repairs to shared areas (e.g. paths, steps, fences), communal areas, replacement of roofs or communal windows.
- 3.4.5. Where scaffolding is needed or works to communal areas are required for planning maintenance, all residents impacted will be given two weeks' notice.

## 4 | Policy Commitment

### 4.1. Repairs Responsibilities

- 4.1.1. Our lease agreements set out the repairs and maintenance obligations for both Habitare Homes and the resident. The execution of the lease agreement and acceptance of the keys for the property by the tenant demonstrates that the obligations have been understood and accepted by both the resident and Habitare Homes.
- 4.1.2. In line with our obligations as a lessor or sub-lessor to the buildings and in line with our leaseholder agreements Habitare Homes will set appropriate annual budgets and put in place appropriate services and works contracts in order to:
- Procure that the exterior (e.g. roofs, walls, doors, windows, paths) and interiors (e.g. ceilings, doors, floors in communal areas) of the building remain in good repair;
  - Procure that supplies for gas, water, drainage and electricity are in good working order; and
  - Procure that shared areas are adequately maintained.
- 4.1.3. Habitare Homes expects residents to:
- carry out all repairs and maintenance works to their property as per the repairing obligations to the demise in accordance with their lease; and
  - report repair problems to the communal areas as soon as possible.

### 4.2. Rechargeable Repairs

- 4.2.1. For repairs & maintenance works which take place within the communal areas of the building, all residents will be charged a proportionate amount for these works as per the terms of the lease. The sum of these works will be included in the service charge for the building. For rental units, this is the responsibility of the landlord.
- 4.2.2. Service charges will be set by the managing agent. A sinking fund will be created to account for any repairs and maintenance charges. The annual service charge, typically paid monthly, will be ringfenced in a separate bank account. The service charge will be calculated on an annual basis and must be operated on the basis of reasonable recovery of expenditure. Further information can be found in the Rent and Service Charge Setting Policy.

### 4.3. Appeals and complaints

- 4.3.1. Any resident who feels that they have not been treated in accordance with this policy can refer to and use the complaints procedure.

## 5 | Monitoring and Performance

- 5.1.1. Habitare Homes will procure the inspection of a proportion of completed maintenance works to ensure that works consistently meet required standards. Residents will be given 24 hours' notice prior to these inspections taking place.

- 5.1.2. Habitare Homes will monitor the effectiveness of its repairs and maintenance service using a number of key performance indicators:
- leaseholder satisfaction with repairs;
  - percentage of appointments kept;
  - percentage of repairs completed at the first appointment; and
  - percentage of repairs delivered within the timescales set out in this policy.
- 5.1.3. The board of directors of Habitare Homes have overall responsibility for this policy, which will be implemented by MAs. The MAs will be responsible for keeping the policy under review and suggesting any required changes.
- 5.1.4. This policy will be reviewed annually – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.

## 6 | Background Documents

- 6.1.1. This policy should be read in conjunction with the legal and regulatory documents listed below:
- The Regulator of Social Housing’s Home Standard
  - Disrepair – Landlord and Tenant Act 1985 S11
  - Consumer Rights Act 2015
  - Occupier Liability Act 1957
  - Defective Premises Act 1972
  - Gas Safety (Installation and Use) 1998 (and 2018 amendment)
  - Environmental Protection Act 1990
  - Electrical Safety Regulations 1994
  - Control of Asbestos Regulations 2012
  - Regulatory Reform Order 2005
  - Housing Health & Safety Rating System 2004

and the following strategies and policies:

- Asset Management Strategy
- Complaints Policy
- Equality and Diversity Policy

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### Version Control

Date	Amendment	Version
Mar 2022	Updated policy	v4.0

Oct 2022	Repair response times, logging a repair & inspection	v5.0
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