

Habitare Homes Limited: Repairs and Maintenance Policy

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Policy Owner:	Board
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1 | Introduction

- 1.1. Habitare Homes Limited (“Habitare”) 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 on Habitare’s 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 managing agents, employees and residents; enabling Habitare 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 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 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 has no responsibility under this policy for repairs to the demise under a shared ownership lease.
- 2.3. This policy will be jointly implemented with our managing agents who will be expected to work in line with it.

3 | Purpose

- 3.1. The purpose of this policy is to:
 - Ensure that Habitare staff and staff and contractors employed by our managing agents/ are aware of our repair responsibilities in our properties and communal areas.
 - Develop a culture that encourages people/residents and managing agents to report repairs that we have a responsibility to complete.
 - Encourage residents to report responsive repairs 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.
 - 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.
 - 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.
 - Ensure and demonstrate our ongoing compliance with the Housing Health & Safety Rating System 2004 with particular reference to damp and mould in customers homes.
- 3.2. We recognise that it will be more difficult for vulnerable residents to access our information surrounding repairs and maintenance and reporting them. We will ensure that our communications are accessible to all as described in our Equality and Diversity Policy.

4 | Definitions

- 4.1. The words “staff”, “us” and “we” in this policy refers to the operational staff of the managing agents.
- 4.2. There are three classifications of repairs & maintenance: Responsive Repairs, Cyclical Maintenance and Planned Maintenance

Responsive Repairs

- 4.3. 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,

instances of damp and mould and 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 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 repair could develop into an emergency repair if it is not addressed. Habitare 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 will follow the MA's timeframe.	Aim to be completed within 30 working days.

Cyclical maintenance

- 4.4. Cyclical maintenance comprises work which is considered protective or preventative. This includes the decoration of communal areas, gutter and window cleaning and other similar works.
- 4.5. Habitare will endeavour to ensure the areas and facilities within communal spaces are maintained to a good standard.
- 4.6. Where scaffolding or works to communal areas are required for the purposes of cyclical maintenance work all resident will be given two weeks' notice.
- 4.7. Habitare will endeavour to carry out the cyclical maintenance works causing the least possible disruption and inconvenience to our residents.
- 4.8. If the costs of these works are likely to exceed more than £100 per leaseholder per year we will undertake a consultation in accordance with Section 20 of the Landlord & Tenant Act 1985.

Planned Maintenance

- 4.9. Planned maintenance works are planned in advance and are carried out to improve our homes and maintain the standard of our properties in line with our Asset Management Strategy.
- 4.10. 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.
- 4.11. Habitare will use data obtained from stock condition surveys to schedule planned maintenance. An annual programme of planned maintenance works will be notified to residents whose properties are impacted by planned work.
- 4.12. Examples of planned maintenance include major repairs to communal areas, replacement of roofs, upgrade of door entry systems, or modernisation of lifts.
- 4.13. Where scaffolding is needed or works to communal areas are required for planning maintenance, all residents impacted will be given two weeks' notice.
- 4.14. If the costs of these works are likely to exceed £250 per leaseholder we will undertake a consultation in accordance with Section 20 of the Landlord & Tenant Act 1985.

5 | Relevant Legislation

- 5.1. This policy should be read in conjunction with the legal and regulatory documents listed below:
- The Regulator of Social Housing's Home Standard
 - Landlord and Tenant Act 1985
 - 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

6 | Our Responsibility

Repairs Responsibilities

- 6.1. Our lease (shared owners) or tenancy agreements (rented) set out the repairs and maintenance obligations for both Habitare and the resident. The execution of the

tenancy or lease agreement and acceptance of the keys for the property by the resident demonstrates that the obligations have been understood and accepted by both the resident and Habitare.

- 6.2. In line with our obligations as a lessor or sub-lessor to the buildings we manage or own Habitare will set appropriate annual budgets and put in place appropriate services and works contracts in order to:
- 6.3. 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.
- 6.4. Procure that supplies for gas, water, drainage and electricity are in good working order; and
- 6.5. Procure that shared areas are adequately maintained.
- 6.6. Habitare expects shared owners to:
 - Carry out all repairs and maintenance work to their property as per the repairing obligations to the demise in accordance with their lease
 - Report repair problems in communal areas to the managing agents as soon as possible.
- 6.7. Habitare expects residents to:
 - To report to the managing agents any repairs that are not their responsibility as per the repairing obligations in accordance with their tenancy agreement
 - Report repair problems in communal areas to the managing agents as soon as possible.

Service Charges

- 6.8. For repairs and 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.
- 6.9. 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 based on reasonable recovery of expenditure. Further information can be found in the Rent and Service Charge Setting Policy.

7 | Policy Monitoring and Performance

- 7.1. Habitare will monitor the effectiveness of its repairs and maintenance service using a number of key performance indicators:
- 7.2. Quarterly - percentage of repairs delivered within the timescales set out in this policy.

- 7.3. Quarterly - percentage of homes that meet the decent homes standard
- 7.4. Annual - Leaseholder/resident satisfaction with repairs;
- 7.5. The board of directors of Habitare have overall responsibility for this policy, which will be implemented by our managing agents.
- 7.6. 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.
- 7.7. Any resident who feels that they have not been treated in accordance with this policy can refer to and use the complaints procedure.

Version Control

Date	Amendment	Version
Mar 2022	Updated policy	v4.0
Oct 2022	Repair response times, logging a repair & inspection	v5.0
Sept 2024	Updated policy including new KPIs	V6.0