Repairs and Maintenance Policy 2026/29

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1.0 Introduction

1.1 This policy sets out how we will provide a customer focussed, value for money repairs service that ensures the safety, comfort and security of our customers and protects the value of our homes. This policy supports our Providing Quality Sustainable Homes Strategy and its strategic vision of 'Tenants living in warm, safe, high quality, sustainable homes in a place they are proud to live'.

1.2 This policy has been developed following consultation with customers to ensure their voice is heard.

2.0 Purpose

2.1 The purpose of this policy is to:

- Ensure our homes are of good quality, well maintained and safe.
- Ensure repairs and maintenance issues can be reported easily.
- Ensure our repairs service is effective, efficient and that repairs are carried out in a timely manner.
- Ensure we provide a repairs service that is fair, equitable and easily accessible.
- Ensure the performance targets for repairs reflect the priorities of our customers.
- Ensure our homes comply with health and safety legislation.
- Ensure all customers affected by this policy are treated with respect and empathy, and
- Ensure that our empty homes are repaired to the lettable standard before being reallocated.

3.0 Principles

3.1 This policy is underpinned by the following principles:

- Trust – being open with customers and enabling them to influence the way in which our repairs service is delivered. Being transparent with customers by publishing our targets and performance so customers can scrutinise the repairs service.

- Respect – ensuring all customers are treated with respect, recognising the diverse views and needs of customers and providing accessible ways for them to access the repairs service and influence decisions about how the services are delivered.
- Innovate – continuously improving and tailoring our approach to delivering the repairs service to create impactful improvements.
- Work together – working in collaboration with customers in the development of policy statements and performance objectives so that they have a meaningful impact on the design of the repairs service and to review and scrutinise the repairs service.
- Own it – we will take ownership of our decisions and responsibilities, ensuring repairs are carried out professionally, ethically, and in line with our standards.

4.0 Definitions

4.1 The key terms used in this policy are defined below.

Emergency repairs	Repairs are those that need to be carried out to avoid hazards that pose a significant and imminent danger to residents or where a failure to carry out the repair could cause extensive damage to buildings and property or where there is a security issue
Awaab's Law Repairs	Defects that result in a significant hazard or significant hazard that presents an imminent risk For a hazard to be in scope of the Awaab's Law repair requirements, it must: a) be a part of buildings or land for which the social landlord is responsible b) be in the landlord's control to fix c) not be damage that is a result of breach of contract by the tenant d) result from defects, disrepair or lack of maintenance e) be a significant or emergency hazard

Urgent repairs	Urgent repairs are those that can cause disruption and/or inconvenience, and repairs which may worsen or affect the health of occupants if left for longer periods of time
Routine repairs	Routine repairs are day to day repairs causing low levels of disruption and/or inconvenience to occupants, and which are unlikely to worsen
Scheduled repairs	Scheduled repairs are those repairs that cause minimal inconvenience to occupants and/or which may be grouped together
Task orders	Major works such as damp proofing or structural repairs or component replacements where materials require manufacturing such as kitchens or new external doors.
Chargeable Repairs	Where a repair is identified which is not due to a defect and which is beyond the expected normal wear and tear for a fixture and/or fitting under normal domestic use e.g. caused by damage or neglect it will be identified and dealt with in accordance with the Recharge policy.
Tenant Led Improvements or Alterations	As set out in the Tenant Led Improvement and Alterations Policy and is where the customer: • Alters, removes or replaces any of the existing building fabric, its grounds or boundaries. • Replaces a Livin fixture or fitting with one of their own which is of similar quality or standard as the original, e.g. kitchen units. • Replaces one of our fixtures or fittings with one of their own which is of a higher quality or standard. • Installs an item where there is none at present, e.g. a shower.

	• Extends the floor area of the property in any way, e.g. by adding a conservatory or a porch. • any addition to or alteration in landlord's fixtures and fittings, • any addition or alteration connected with the provision of services to the property.
Customer	Customers are defined as tenants and residents, living in our homes, that are eligible to access and receive our repair services.

5.0 Scope

5.1 This policy applies to the customers of all our social housing rental accommodation, low-cost home ownership homes classified as rent-to buy and other intermediate rent homes.

5.2 The policy does not cover low-cost home ownership homes classified as shared ownership. Leasehold properties are excluded but communal parts may exist that remain our repairing responsibility.

5.3 This policy applies to all employees and to contractors delivering relevant services on our behalf.

5.4 This policy applies to the communal areas of all homes wholly owned by Livin and the external structure of leasehold properties.

5.5 Where design, product and/or workmanship faults occur to new build homes, we may determine to pursue these repairs as latent defects with the developer.

5.6 We may decide to make a temporary repair or to postpone a repair which has resulted from fair wear and tear when planned investment or cyclical works that will resolve the defect are due to commence within 3 months from the date the repair being reported by the customer. This decision will only be taken after discussing the matter with the customer and confirming it would not be detrimental to the customers' wellbeing.

5.7 Claims for loss or damage to customers or other third-party possessions will be dealt with in accordance with our Complaints, Compliments and Feedback Policy

5.8 When the condition of a privately owned property/boundary is adversely affecting the condition of a Livin owned property and we cannot legally carry out a repair we will raise the issue with the private owner in line with our Party Wall Procedure. This policy continues to apply to those customers affected.

5.9 This policy does not apply to planned investment in our existing homes covered by the Asset Management Policy.

6.0 Contribution to Plan A

6.1 This policy supports our Providing Quality Sustainable Homes Strategy and its strategic vision of 'Tenants living in warm, safe, high quality, sustainable homes in a place they are proud to live', and specifically the objectives to 'Provide an effective, efficient, and timely repairs and maintenance service to meet the needs of customers'; and 'Provide high quality, safe, well-maintained homes that meet local housing need'.

7.0 Legislative and regulatory framework

7.1 The Safety and Quality Standard sets out two required outcomes and five specific expectations relating to repairs and maintenance.

Required outcomes

- Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.
- Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.

Specific expectations

- Registered providers must enable repairs and maintenance issues to be reported easily.
- Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.
- Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.
- Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.
- Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money.

7.2 The legislation relevant to this policy is:

- Environmental Protection Act 1990
- Landlord and Tenant Act 1985 (Section 11)
- Housing Act 2004
- Decent Homes Standard 2006
- Equality Act 2010
- Homes (Fitness for Human Habitation) Act 2018
- Pre-Action Protocol for Housing Conditions Claims (England), 2021
- Defective Premises Act 1972
- Social Housing (Regulation) Act 2023
- The Safety and Quality Homes Standard 2024
- Awaab's Law 2025

7.3 This policy complies with the requirements of the Safety and Quality Standard, all relevant legislation and the Regulator of Housing's Code of Practice.

8.0 Policy statements

8.1 We will provide a range of repair appointments covering mornings (8:00 to 12:00), afternoons (12:00 to 17:00) as standard with evening (17:00 to 20:15) and Saturday (8:00 to 12:00) appointments available on demand. We will also provide "school run" appointments as standard that are scheduled between 9:30 and 14:30.

During the autumn and winter seasons (1st October to 31st March), some repair appointments for external works may not be able to be carried out due to fading light, poor visibility and adverse weather conditions.

8.2 We aim to provide you with an appointment when you initially report your repair and when we cannot agree a mutually convenient appointment with you, for example, where sub-contractor availability needs to be confirmed prior to an appointment being made, we aim to agree a mutually convenient appointment with you within 5 working days.

8.3 We will tell you if your repair is going to be allocated to a specialist sub contractor and the name of the sub-contractor.

8.4 We will tell you if you need to be at home when external repairs are being carried out.

8.5 We will provide multiple channels to enable you to report repairs easily. Repairs can be reported though our App, our website, by telephone, email and in writing.

8.6 You have the right to receive notice of a proposed visit to carry out repairs or maintenance. We will always contact you prior to attending to carryout repairs.

8.7 You can book appointable repairs outside of the target timescales except for:

- emergency repairs
- any works covered by our seven compliance policies (gas and heating, electrical, fire, water hygiene, lift safety, asbestos and radon),
- where delaying works would have a negative impact on your wellbeing,
- any works to remove a hazard under Awaab's Law
- where delaying an urgent repair is likely to lead to further damage to your home or an adjoining property or their contents.

8.8 Access to the emergency repair service will be available to you 24 hours a day.

8.9 Where a genuine emergency occurs and you or a member of the household cannot be contacted to allow access to carry out a repair, we may force access in the presence of the police.

Communal areas

8.10 We will carry out communal safety inspections in all communal areas The main purpose of a communal safety inspection is to:

- Ensure that any safety hazards are identified and resolved.
- Identify and arrange routine repairs.
- Ensure communal areas can be safely evacuated.
- Ensure that our cleaning contract and other services are being carried out effectively and to your satisfaction.
- Engage with you and obtain your feedback on communal area services.

8.11 The frequency of these inspections will be increased where issues are identified until they are resolved. This frequency is determined by a risk assessment and can range from three days to every three months.

Service standards and Performance

8.12 We will repair and maintain your home to meet the standard set out in section five of the Government's Decent Homes Standard and continue to maintain your home to at least this standard unless exempted by the Regulator.

Timescales for repairs:

- Emergency repairs, we will attend within 4 hours to make safe and complete the initial repair withing 24 hours.
- Urgent repairs, we will complete within 5 working days.
- Routine repairs, we will complete within 10 working days.
- Scheduled repairs, we will complete within 25 working days.
- Task orders, we will complete between 30 to 90 working days.
- Awaabs Law repairs:
    - Significant hazards, we will carry out an investigation within 10 working days, complete the relevant safety work within 5 days of the investigation and complete any follow on works within 12 weeks
    - Emergency Hazards we will attend within 4 hours to make safe and complete the relevant safety work withing 24 hours and complete any relevant supplementary preventative work within 12 weeks

8.14 We will publish our key performance targets and our actual performance against these timescales so you can hold us to account.

Completing repairs

8.15 We will always treat you and your home with respect by delivering our services in a courteous and professional manner.

8.16 Where decoration is damaged and the damage in our view was avoidable, we will make good or agree a suitable resolution with you. Where damage to decoration during the completion of a repair is unavoidable decorating remains your responsibility.

8.17 We will carry out repairs to empty homes and ensure the properties meet our Lettable Standard prior to letting them.

8.18 Where you are actively pursuing your 'right to buy' or 'right to acquire' we will continue to carry out repairs to keep your home wind and watertight. We will continue to provide emergency repairs relating to health and safety and statutory compliance. However, no major modernisation, planned maintenance or improvement works will be carried out to your home during this period.

8.19 Where properties are subject to a disrepair claim, we will continue to actively seek access to carry out remedial works using all powers available to us under the terms of the tenancy agreement and following the disrepair procedure.

Communication

We will keep you informed about repairs to your home with clear and timely communication. As a minimum we will contact you:

- When we confirm the appointment.
- The day before the appointment.
- On the day of the appointment when the operative is on route.

- If an operative is going to be delayed, we aim to contact you at least 1 hour before the appointment time.
- We will also aim to contact you if we need to change or cancel an appointment at least 24 hours in advance.
- Where an Investigation has been conducted under Awaab's Law we will confirm the findings and next steps in writing within 3 working days of the completed investigation.
- For repairs completed under Awaab's law we will confirm when they have been completed.
- Following the completion of external works where you were not present at the time of the appointment.

8.21 We will tell you if the work is going to take longer than planned.

8.22 We will inform you when we believe a repair is your responsibility and the reasons why.

8.23 Where a follow up visit is required to complete a repair we will provide you with the follow up appointment at the end of the visit. Where specialist materials are needed and an appointment cannot be provided, we will normally provide you with progress updates every seven working days until the appointment to complete the work is confirmed.

8.24 Where a repair cannot be completed as components need to be replaced or a technical survey is required, we will normally provide progress updates to you every seven working days until the appointment to complete the work is confirmed. For all other works we will provide regular updates as appropriate based on the nature of the repair.

8.25 When an operative attends your home to carry out a repair, they will provide the following clear and timely information to ensure you are fully informed throughout the visit:

- Confirmation of the specific repair they have attended to complete
- How long the work is expected to take
- Which rooms or areas of your home they will need access to
- The work undertaken and whether the repair is complete
- If a further visit is required, they will explain what works remain outstanding and when the next visit is expected to take place

Diagnosis

8.26 Where a repair requires a survey (not including damp and mould or Awaab's law repair) we will contact you within 7 working days and complete the survey in 21 working days. Surveys under Awaab's law will be completed within 10 working days of a potential significant hazard being identified surveys will be completed by someone who has the required skills and experience to accurately diagnose the issue and remedial measures. Once the survey is complete we will inform you of the next steps, orders will be placed for any repairs identified within 5 working days of the survey being completed, day 1 being the day after the survey is completed.

8.27 We will gather as much information as practicable at the point of you reporting a repair to allow the repair to be completed in the minimum number of visits as practicable.

8.28 Where a property defect results in a property being deemed as uninhabitable the permanent or temporary relocation of the tenant and other residents will be carried out until the relevant work has been completed in line with the decant and permanent relocation procedure.

Diverse needs

8.29 We will prioritise repairs and make reasonable adjustments for customers with vulnerabilities if their health or wellbeing would be negatively impacted without adjusting the service. This includes surveys and repairs where there could be an impact to the health and wellbeing of customers living in our homes. We will also make reasonable adjustments to how we communicate with customers based on their vulnerabilities.

Examples include but are not limited to:

8.30
- Reports of damp or mould where an occupant has a vulnerability listed in the Ministry of Housing, Communities and Local Government published guidance on 'Understanding and addressing the health risks of damp and mould in the home'.

- Loss of heating where an occupant is more vulnerable to the cold, e.g. occupants with cardiovascular conditions, occupants with respiratory conditions (in particular, chronic obstructive pulmonary disease and childhood asthma), occupants with mental health conditions, occupants with mobility issues, older occupants (65 and older) and households with young children (from new-born to school age).
- Loss of power where an occupant relies on electrically powered medical equipment.
- Loss of lighting where an occupant is visually impaired.
- Repairs to increase security where a customer is identified as vulnerable by police or where we are aware the customer is fleeing domestic abuse.
- Loss of bathing facilities where an occupant has a skin condition requiring frequent bathing including eczemas, psoriasis, ichthyosis and palmoplantar keratodermas.

- Where a customers' vulnerabilities mean they are unable to clear the work area we will provide assistance.

Customer satisfaction

8.31 We will inspect a minimum of 5% of all completed repairs to ensure the quality of the repairs is high, that this policy is being followed and to ensure the repair delivered represents value for money.

8.32 We will ensure that you are provided with the opportunity to give feedback regarding the level of service you have received in the completion of your repair through customer satisfaction surveys.

8.33 To improve our customer's experience we will use repairs data to identify repairs that could be more complex to resolve and instances of repeated repairs. We will utilise this insight where practicable to instigate proactive measures to fully resolve any underlying defects, reducing the reliance on customers having to repeatedly report the same repair.

Customers Responsibilities

8.34 You should report repairs to your home, including communal areas, in a timely manner.

8.35 You should provide sufficient information to allow us to fully diagnose and complete your repair.

8.36 You should treat our employees, representatives, and contractors with respect.

8.37 You should refrain from smoking while our employees, representatives, and contractors are in your home.

8.38 Where possible you should ensure the work area is clear of furniture, belongings, and pets.

8.39 You should ensure there is an adult (16+) present for the duration of your repair appointment.

8.40 You should inform us if you need to cancel or amend your appointment.

8.41 You should inform us of any individual circumstances that may impact how we complete your repair.

8.42 You should work with us to provide reasonable access to your home for repairs/surveys at your first appointment and let us know as early as possible if access is not possible.

Feedback and complaints

8.43 In line with our Customer Complaints, Compliments and Feedback Policy, we will work with customers who have specific needs and vulnerabilities to make sure they can access the service, have their views listened to and receive their complaint response in a way that meets their needs.

8.44 Customers can provide feedback about the services they have received in respect of this policy. If a customer is dissatisfied with the service they have received from us, they can make a complaint to us in line with our Complaints, Compliments and Feedback Policy. We define a complaint as:

'Any expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, our own employees, or those acting on our behalf, affecting a resident or group of residents.'

9.0 Roles and responsibilities

9.1 Roles and responsibilities under this policy are outlined below.

Board	The Board has overall governance responsibility for this policy. As such, the Board will formally approve this policy and review it every three years, or earlier if there is a change in legislation or regulation. Board will receive quarterly performance reports containing high-level performance metrics measuring the effectiveness of this policy.
Finance and Investment Committee	The Finance and Investment Committee will provide oversight of repairs performance through regular review of the Property Services performance report. The Committee will seek assurance that appropriate actions are being taken where performance falls below target. Any significant issues, emerging risks or matters requiring strategic direction will be escalated to the Board for consideration and decision.
Audit and Risk Commitee	The Audit and Risk Committee have a specific focus on Awaab's Law, compliance and disrepair, ensuring repair activity is supported by robust internal controls and risk management arrangements. The Committee provides independent oversight and assurance ensuring compliance with legislative and regulatory requirements. Any significant issues, risks outside of tolerance, or matters requiring strategic direction will be escalated to the Board for consideration and decision.
Executive Management Team	EMT will be notified of any significant, continued, non-compliance with this policy. EMT will receive at least quarterly performance reports containing high-level performance metrics measuring the effectiveness of this policy.
Director of Property services	The Director of Property Services has strategic responsibility for the management of property maintenance and for overseeing the implementation of this policy.

Head of Property Services	The Head of Property Services is responsible for joining up strategic and operational actions to monitor compliance with this policy and for ensuring the effective delivery of the policy. They are also responsible for the contract management arrangements under the Property Related Services Contract with the repairs contractor.
Repairs and Maintenance Manager	The Repairs and Maintenance Manager has operational responsibility for the delivery of the services covered by this policy.
Surveying Manager	The Surveying Manager has operational responsibility for the delivery of the surveys and repairs covered by this policy.
Repairs and Empty Homes Inspectors and Building Surveyors	Repairs and Empty Homes Inspectors and Building Surveyors will implement the processes and procedures underpinning this policy.
Customer Service Centre	The Customer Service Centre will implement the processes and procedures covered by this policy that are required at first point of contact.
Corporate Health and Safety Manager	The Corporate Health and Safety Manager is responsible for ensuring the communal safety inspections are undertaken in all communal areas.
All customer facing employees	To report any hazards or potential hazards they identify when visiting a property.
Partnering contractor and their sub contractors	To carry out and complete repairs, report any hazards or potential hazards they identify when visiting a property.

9.2 This policy will be communicated to employees via the Intranet and communicated to customers via our website and in other formats where needed. Those responsible for implementing the policy will be required to formally accept and confirm understanding of the policy and will where required receive appropriate training, advice, and/or guidance.

9.3 We are committed to the provision of seamless, responsive and convenient services and as such are a digital first organisation. We advocate, encourage and support our tenants to engage with us via the most efficient and effective method, suitable to their needs, and will assist tenants or their advocates to engage with us digitally. Digital copies of this policy and related guidance are available on our website and hardcopies are available to any tenants who may not be able to access services digitally on request.

10.0 Related strategies and policies

10.1 This policy should be read in conjunction with the related documents shown below:

Providing Quality Sustainable Homes Strategy	Sets out the strategic vision and objectives for maintaining, improving and investing in homes to ensure they remain safe, sustainable, high quality and meet customer needs.
Damp and Mould Policy	Establishes our approach to identifying, investigating and resolving damp and mould to protect tenant health, wellbeing and the condition of our homes.
Recharge Policy	Defines the circumstances in which costs incurred for repairs, replacements or other works may be recharged to customers or third parties.
Aids and Adaptations Policy	Explains how we assess, approve and deliver property adaptations to help customers live independently and safely in their homes.
Asset Management Strategy	Provides the framework for managing, maintaining, investing in and making long term decisions about our housing assets to maximise value and customer outcomes.
Tenant Led Improvement and Alterations Policy	Sets out the process and requirements for customers wishing to make alterations or improvements to their home and the circumstances in which permission is required.
Affordable Home Ownership Policy	Defines our approach to providing and managing affordable home ownership products, including the respective repair and maintenance responsibilities of customers and Livin.

Complaints, Compliments and Feedback Policy	Explains how customers can provide feedback, raise concerns or make complaints and how these will be investigated, responded to and used to improve services.

11.0 Monitoring, assurance and review arrangements

11.1 Assurance on compliance with this policy will be gained via a range of methods, as set out in the following table:

Type of assurance	Key Source	Frequency
Management assurance	Contract perfromance meetings	Monthly
	Pentana perfromance dashboards	Monthly
Corporate Oversight	Board performance report	Quarterly
	FI&C Property services progress update	Quarterly
	Self-assessment against consumer standards	Annual
Indeendent assurance	Internal Audit	Periodic

11.2 This policy will be reviewed every 3 years, unless there is significant development that would require a more urgent review e.g. new legislation or regulation.