



PEAKS & PLAINS
Housing Trust

The Trust

Repairs Policy

Version number: 5

Effective Date:
1 February 2025



TABLE OF CONTENTS

- 1. INTRODUCTION..... 1**
- 2. SCOPE 1**
- 3. LEGAL & REGULATORY REQUIREMENTS..... 1**
- 4. DEFINITIONS 2**
- 5. OUR POLICY 3**
- 6. EQUALITY, DIVERSITY AND INCLUSION11**
- 7. RESPONSIBILITIES.....11**
- 8. MONITORING AND REPORTING12**
- 9. CONSULTATION.....12**
- 10. REVIEW12**
- 11. ASSOCIATED DOCUMENTS.....13**
- 12. POLICY INFORMATION13**

1. INTRODUCTION

- 1.1 Peaks and Plains Housing Trust (the Trust) are committed to maintaining its homes to a high standard, giving our customers a safe, secure, and comfortable space to enjoy their lives. This policy has been designed to formalise the trusts commitment to providing a customer-focused repairs service, ensuring its properties are well-maintained, and repairs are completed in a timely and cost-effective manner.
- 1.2 Within this policy, we set out the principles of our repairs and maintenance service, detailing the responsibilities of both the trust and our customers. The policy provides an overview of how we meet all legal and regulatory requirements, with a focus on delivering good customer satisfaction and achieving value for money.

2. SCOPE

- 2.1 This policy applies to the responsive repairs and maintenance service for customers who rent a home owned or managed by the Trust. The Trust has a different level of repair responsibility for leasehold and shared ownership properties.
- 2.2 In addition, this policy will ensure that the Trust provides an efficient and consistent responsive repairs service which represents value for money. This policy has been developed to ensure that all customers and leaseholders are aware of how to report a repair and the timescales in which the repair will be carried out. The repair obligations for both the Trust and customers can be found in both this policy, repairs service standards, tenancy and leasehold agreements.
- 2.3 The Trust hold a separate policy that covers aids and adaptations that details how the Trust manage requests for this type of work and under what remit those requests fall. Where a repair is required that falls under the aids and adaptations policy this will be carried out in line with the repairs policy.

3. LEGAL & REGULATORY REQUIREMENTS

- 3.1 The Trust will deliver a repairs service that complies with regulatory and statutory obligations to ensure the health, safety and security of people and property are maintained at all times.
- 3.2 This policy is written in accordance with the Consumer Standard, Safety & Quality Standard 2024.

Repairs, maintenance and planned improvements

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.

3.3 The associated key areas of legislation include:

- 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
- Gas Safety (Installation and Use) (Amendment) Regulations 2018
- Health and Safety at Work Act 1974
- 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
- The Social Housing (Regulation) Act 2023
- The Equality Act 2010

4. DEFINITIONS

4.1 **Customer:**

Any person(s) receiving a repair service from the Trust.

4.2 **The Trust:**

Peaks and Plains Housing Trust.

4.3 **Property:**

Customers home and any private yard, garden, garage or attached outhouse.

4.4 **Communal area:**

A part of a building or estate that may be used by any tenant, occupant, or visitor.

- 4.5 **Repair Service Standards:**
This is an agreed document that encapsulates the type, scope and parameters of what classification a repair falls into.
- 4.6 **Emergency repair:**
These repairs need to be done to avoid serious danger to health and safety or extensive damage to buildings and property.
- 4.7 **Routine repair:**
These repairs pose no immediate risk and can be booked at a mutually convenient time.
- 4.8 **Planned repair:**
These repairs cannot be completed within 28 days because they need more planning or because they will be carried out along with similar jobs for other customers.
- 4.9 **Cyclical works:**
These are works that need to be under taken on a regular cycle in order to meet legislative requirement (rubbish removal, alarm testing etc..) or in order to extend the longevity of the component (painting, gutter cleaning etc...).
- 4.10 **Planned improvement and investment:**
Major replacements or substantial property or estate improvements.
- 4.11 **Servicing repairs:**
Where repeated maintenance or servicing is required. For example, gas servicing, lift servicing, or gutter maintenance.
- 4.12 **Rechargeable repairs:**
Works that are outside of the scope of the Trusts obligation to repair or maintain or where damage has been caused by over and above normal wear and tear and the Tenant will be expected to rectify or reimburse the Trust to rectify.

5. OUR POLICY

- 5.1 **Repair responsibilities**
- 5.1.1 The responsibility for undertaking repairs and maintaining homes is shared between the Trust and its customers.
- 5.1.2 Customers are required to report repairs that are the responsibility of the Trust as soon as reasonably possible to ensure properties do not fall into disrepair. The Trusts colleagues and contractors also have a responsibility to identify and report repairs.
- 5.1.3 The Trust expects customers to keep the inside of their home clean and in good condition and keep gardens and communal areas clean and tidy.
- 5.1.4 It is the customer's responsibility to arrange for minor repairs and maintenance that are not the responsibility of the Trust to ensure the upkeep of their property, this includes ensuring repairs do not arise due to neglect, wilful damage or accidental damage by them, a member of their family, customer, or visitor.

- 5.1.5 Repairs attended to by the Trust or its contractors that are subsequently found to arise due to neglect, wilful damage or accidental may be recharged to the customer.
- 5.1.6 It is the responsibility of customers to ensure they take out home contents insurance. The Trust are not responsible for insuring customers' furniture, floor coverings and possessions. Customers may also be responsible for damage caused to another property, for example, caused by flooding from their property.
- 5.1.7 Customers who make an application to buy their home will only receive urgent or emergency repairs.

5.2 Leaseholder and Shared Ownership Properties

- 5.2.1 Leaseholders and Shared owners have a different set of responsibilities for properties they own. These can be found in the terms of their individual lease. In general terms, responsibilities of the Trust are set out below.
- 5.2.2 Leasehold/shared ownership flat – The Trust will maintain and repair the structure, exterior and common parts of the building.
- 5.2.3 Shared Ownership house- The Trust is not responsible for any repairs or maintenance.
- 5.2.4 If a shared ownership property was funded by the 2021-26 affordable homes programme, subject to Trust approval, the shared owner may be able to claim £500 each year towards repair costs.

5.3 Right First Time

- 5.3.1 The Trust aims to offer a high-quality service to customers as we understand repairs are a vital need for customers to live in a comfortable and safe home, free from inconvenience. When a repair is needed, we aim to complete the repair right first time, where this is technically feasible to ensure minimal inconvenience for customers having to wait for the repair to be completed. Where this is not possible, we aim to ensure works are completed in as few visits as is possible and keep customers informed through all steps of the process.

5.4 Repair Categories & Definitions

- 5.4.1 The Trust will diagnose and order repairs into the following categories.

5.4.2 Emergency repair

This is when there is a serious risk to a customer or their home.

The Trust will attend within 4 hours to make safe, however we may need to make a follow on appointment to complete the repair to a satisfactory standard.

The main aim is to ensure everyone is safe and the property is secure. This may vary depending on what the repair is and, on the customers circumstances. For example, if the household includes elderly, people with disabilities, or infants under three years old.

Examples of emergency repairs:

- A security risk to a property (e.g. a smashed window, external door not locking, or a customer being locked out).
- The only toilet in the property is blocked.
- Unsafe electrical sockets or fittings (including sparking).
- Uncontainable leak (if the leak can be contained using buckets, towels, bowls etc – then that's not an emergency).
- If, during the months of 1st November to 31st March, there is no heating or hot water. The Trust will also make exceptions during periods of adverse weather.
- Gas or carbon monoxide (CO) leak (If a gas or CO leak is detected, Cadent (Cadent are a national organisation that are responsible for any emergency gas or carbon monoxide leak.) will cap the gas. Any remedial work after that, which is the Trusts responsibility, will need to be reported to the Trust by the customer).

5.4.3 **Routine repair**

Repairs in this category pose no immediate risk and can be booked at a mutually convenient time. The Trust will aim to complete within 28 calendar days. The Trust will also prioritise appointments based on the urgency of the repair.

Examples of routine repairs:

- Faulty tap.
- A leak which can be contained.
- Internal and external doors which need easing and adjusting.
- Intermittent fault with heating and/or hot water.
- Issues with external drains where there is no full blockage.

5.4.4 **Planned repair**

Some repairs cannot be completed within 28 days because they need a bit more planning or because they will be carried out along with similar jobs for other customers. However, we will carry out an inspection and do any necessary temporary repairs within 28 days. The Trust will aim to complete the full repair within 90 days.

Examples of planned repairs:

- Broken fencing.
- Plastering repairs.
- External work such as repairs to pathways, and pointing to brickwork.
- Roofing and guttering repairs.

5.4.5 **Servicing work**

The Trust will undertake regular periodic inspections and servicing of all gas installations, electrical systems, fire safety equipment, lifts, emergency lighting and other communal facilities.

5.4.6 **Cyclical Work**

The Trust will also undertake planned improvements and cyclical maintenance programmes arising out of stock condition surveys of its properties.

5.5 **Reporting Repairs**

5.5.1 Customers can report repairs in a variety of ways;

- Telephone
- Email
- Website
- Web chat
- My account
- Letter
- In person
- By advocate

5.5.2 Outside office opening times, only emergency repairs can be reported via the telephone, all other forms of communication are still available to customers however, will not be responded to outside of office opening times.

5.5.3 The Trust continually reviews the ways in which customers can report repairs, it also embraces future technologies and new ways of working.

5.6 **Inspections**

5.6.1 A pre-inspection may be required before a repair appointment can be arranged which we aim to undertake within 14 calendar days. This will include circumstances where the scope of the repair is either unknown or cannot be diagnosed with the information provided by the customer. Following the inspection, the repair will be diagnosed and planned in with the customer following the appropriate timescales.

5.6.2 To ensure that the Trust are providing a high-quality repairs service and are receiving value for money, a minimum 5% sample of completed repairs will be inspected each month. Where access is required into a customer's home, the Trust will contact the customer, using their preferred method of contact, prior to the visit and agree a mutually convenient appointment..

5.6.3 The Trust will undertake inspections to leaseholder (including shared owner) flats where damage or potential damage to the internal elements might have been caused by defects in the fabric that is the responsibility of the Trust. Any identifiable defects to the external fabric will be rectified by the Trust. Any defects or work required inside the flat will be the responsibility of the leaseholder.

5.7 **Appointments**

5.7.1 When a customer reports a non-emergency repair, the Trust will provide a mutually convenient appointment between 8am-4pm Monday to Thursday, 8am-3.30pm Friday for the works to take place. The preferred appointment option for the Trust is an all day slot; however, the Trust can offer a morning, afternoon or avoid school run appointments (for customers with school age children). There may be opportunity for repairs to be completed outside of the operating hours, however this would only be agreed in exceptional circumstances.

5.7.2 For communal area or responsive repairs, where no customer access is required, appointments will still be scheduled but will be assigned a lower priority compared to repairs in customers' homes, unless the repair is deemed a risk to customers, members of the public or the property.

5.7.3 Customers are required to provide access for repairs at the appointed time. They must remove belongings to enable the work to be undertaken and to provide a clean, smoke free environment for our employees and contractors to work in, this includes ensuring any pets and young children are not able to access the area where the work is taking place.

5.7.4 If appointments are no longer convenient, customers are required to inform the trust no later than 24 hours before the appointment, where practicably possible, to rearrange to a more suitable time. The Trust may charge the Tenant for continued cancelled appointments.

5.7.5 Where the Trust have failed to gain access and the repair is described as a health & safety issue, the Trust will contact the customer to arrange another appointment. The customer at this stage will be reminded that by not allowing access for this type of repair is a breach of tenancy and could lead to further action being taken by the Trust

5.7.6 Where there is an immediate risk or hazard to property or people, the Trust may take further steps to ensure access within the property.

5.7.7 The Trust have a recharge policy that provides the Trust with the ability to recharge customers if missed appointments become a regular occurrence. The Trust will not recharge for a single missed appointment.

5.8 **Out of hours emergency repairs**

5.8.1 The Trust offer a 24-hour, 365 days a year emergency repair service. If a repair presents a serious risk to customers, or their home, outside of the Trust's opening hours, customers can still report the emergency repair via telephone.

5.9 **Decoration**

5.9.1 Internal decoration is the customer's responsibility. Care will be taken to minimise damage to decoration during repairs work and where decoration is significantly impacted the trust will provide decoration vouchers. This will be at the discretion of the Trust.

5.10 **Rechargeable repairs**

5.10.1 Rechargeable repairs are repairs that occur following damage to fixtures and fittings internally or externally by a customer, a member of the customer's household, any visitor to the customer's property or 3rd party known or unknown that cannot be attributed to normal wear and tear through the duration of their tenancy.

5.10.2 The Trust has a separate Rechargeable Repairs Policy, that policy describes the activities and responsibilities where the health and safety of any person would not be prejudiced, the Trust will require the cost of the rechargeable repair to be paid for before it is performed. This requirement may be waived in circumstances where a delay would adversely affect the Trusts interest in the property, or where the vulnerability of the customer is such that discretion is required. The final decision regarding discretionary recharges will rest with the budget holder.

5.11 **Customer improvements and alterations**

5.11.1 Customers will need written consent from the Trust before removing, building or installing any structures such as a garage, parking area, shed, greenhouse, or outbuilding within the boundary of the property as well as for any alterations or improvements to the property.

5.11.2 Customers are advised not to lay fixed floor coverings (tiles, hard wood or laminate) in their homes. This is due to the difficulty in removing them to carry out essential works such as under floor pipe work, without damaging the fixed covering. Where customers have installed fixed wall or floor coverings, they are responsible for obtaining the correct noise insulation and contents insurance cover.

5.11.3 Customers are responsible for removing any fixed wall or floor covering at their own cost to allow the Trust to undertake essential repairs and maintenance. The Trust may in order to complete repairs take the decision to remove these items but hold no responsibility for the refitting or replacement of these items following the completion of the repair.

5.11.4 The Trust retains the right to recover the costs of removing fixed floor or wall coverings from customers who have installed them, on their departure from the tenancy or if essential repairs or maintenance are required.

5.11.5 The Trust does not permit customers to lay fixed floor coverings (tiles, hard wood or laminate) where the property is above ground level in a communal block due to the nuisance and disturbance that this can cause to neighbours/other residents.

5.12 **The Housing Health and Safety Rating System (HHSRS)**

5.12.1 The Housing Health and Safety Rating System (HHSRS) is a risk-based evaluation tool to help landlords identify and mitigate against potential risks and hazards to health and safety from any deficiencies identified in dwellings. It was introduced under the [Housing Act 2004](#) and applies to residential properties in England and Wales.

5.12.2 The HHSRS assesses 29 categories of housing hazard. Each hazard has been assigned a weighting which will help determine whether the property is rated as having category 1 (serious) or category 2 (other).

5.12.3 Where hazards are found the Trust will work with the customer to remove or reduce the hazards.

5.12.4 The 29 hazards are listed below:

1. Damp and Mould Growth

Health threat from dust mites and mould caused by dampness and/or high humidity. Includes threats to mental health from living with damp and condensation.

2. Excess Cold

Health threat from low indoor temperatures from lack of central heating or affordable heating, poor insulation, disrepair of heating system or building components etc.

3. Excess Heat

Health threat from high indoor temperatures caused by lack of ventilation, excess heating or heat gain in summer from poor insulation, large expanses of glass etc.

4. Asbestos (and manufactured mineral fibres)

Health threat caused by exposure to asbestos fibres and manufactured mineral fibres (MMF) e.g. from insulation of pipework, lofts and cavity walls. Inhalation of fibres.

5. Biocides

Health threat from chemicals used to treat timber, insect infestation and mould growth in dwellings. Health effects may vary.

6. Carbon Monoxide (CO) and fuel combustion products

Health threat from excess levels of CO, nitrogen dioxide (e.g. from gas cookers), sulphur dioxide (e.g. from coal fires) and smoke in the dwelling.

7. Lead

Health threats from high levels of lead e.g. in old paintwork and old lead plumbing.

8. Radiation

Health threats from radon gas building up in sub-floor space from radiation emitting rock as part of normal ground conditions.

9. Uncombusted Fuel Gas

Health threat from escaping gas within a dwelling causing potential explosions/fire.

10. Volatile Organic Compounds (VOCs)

Health threats from organic chemicals such as formaldehyde found in a wide variety of materials in the home.

11. Crowding and Space

Psychological as well as infectious disease health threats from overcrowding due to lack of living space including sleeping, cooking, washing etc.

12. Entry by Intruders

Psychological and actual health threat from intruders or fear of intruders due to poor security against unauthorised entry e.g. inadequate/broken door and window locks, fences.

13. Lighting

Lack of natural and/or artificial light or poorly positioned lights. Includes psychological effect from lack of a view. Assessment is of whole dwelling.

14. Noise

External noise from railways, airports, factories or roads, internally from adjacent dwellings lacking sound insulation (between flats), internal noise from plumbing, for example.

15. Domestic Hygiene Pests and Refuse

Due to poor design and construction, damaged surfaces, access and harbourage for pests.

16. Food Safety

Inadequate facilities for storage, preparation and cooking of food.

17. Personal hygiene, sanitation and drainage.

Infectious disease and effects on mental health associated with poor personal hygiene due to inadequate washing and clothes washing facilities, sanitation and drainage.

18. Water Supply

Disease, poisoning and parasitic infections due to poor quality or contaminated domestic water supply.

19. Falls associated with Baths

Slipping getting in or out of bath or showers resulting in injury, fractures , cuts etc.

20. Falling on Level Surfaces

Falling on floors, yards, paths, trip steps less than 300mm resulting in injury, fractures, cuts etc.

21. Falling on Stairs etc

Falls associated with internal or external stairs, steps over 300 mm and ramps resulting in injury.

22. Falling Between Level

Where difference in level is over 300 mm - includes injuries arising from falls from balconies, landings, windows, accessible roofs, basement wells, retaining walls etc.

23. Electrical Hazards

Shocks and burns from electrocution due to defective wiring, plugs etc. Includes lightning strikes.

24. Fire

Potential fatality from burns and smoke inhalation caused by uncontrolled (accidental) fires frequently associated with cooking appliances, chip pans, defective heating/electrical appliances, dangerous wiring etc.

25. Flames and Hot Surfaces

Burns caused by contact with hot flames/surfaces or controlled fires or liquids (e.g. when cooking or from heaters) or scalds from hot liquids and vapours.

26. Collisions, Cuts and Strain

Physical injury from a) trapping body parts in architectural features, doors or windows; or b) collisions with architectural glazing, windows, doors, low headroom, ceilings and walls

27. Explosions

Injury and the threat of injury from explosions from mains or stored gas.

28. Position and Operability of Amenities

Strains and injuries from awkward positioning of windows, amenities such as sinks and wash hand basins, kitchen cupboards, switches etc.

29. Structural Collapse and Falling Elements

Injury arising from falling slates, bricks, ceiling plaster or windows etc. and collapse from structural failure of roofs, walls or floors, guard rails etc.

6. EQUALITY, DIVERSITY AND INCLUSION

6.1 The Trust will deliver a repairs service which takes into account customers' particular needs and circumstances. It will ensure that all customers are able to access services, and that their homes are maintained to modern standards.

6.2 The Trust is committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and expects all staff and contractors to share this commitment. The Trust will follow the Safeguarding Policy and procedure.

6.3 The Trust have a role in identifying domestic abuse and supporting people affected. Where there are domestic abuse concerns, staff will follow the Residents Domestic Abuse Policy and Safeguarding Policy.

6.4 As part of this policy an EIA has been created and where issues have been identified solutions have been presented at part of the assessment.

7. RESPONSIBILITIES

7.1 Executive Management Team (EMT)

7.1.1 EMT has overall responsibility for approving and ensuring this policy is adhered to.

7.2 Assistant Director of Repairs

7.2.1 The Assistant Director of Repairs has responsibility for ensuring the aim and scope of this policy is being adhered to.

7.3 Maintenance Manager – Repairs & Voids/ Maintenance Manager – Mechanical & Electrical

7.3.1 The Maintenance Managers have responsibility for delivering this policy across the Trust portfolio.

7.4 The Trust colleagues

7.4.1 The Trust colleagues have the responsibility for adhering to this policy.

7.5 **The Trust customers**

7.5.1 The Trust customers have the responsibility for adhering to this policy.

8. **MONITORING AND REPORTING**

8.1 The performance of repairs and improvement works are included in the Key Performance Indicators (KPIs) which are reported to the Board and the Senior Leadership Team on a bi-monthly and quarterly basis, the measures are as follows:

Tenant Satisfaction measures (TSM) - quarterly

- % of satisfaction with repair carried out within the last 12 months.
- % of satisfaction with overall repairs.
- % of satisfaction with time taken to complete most recent repair.
- % of emergency repairs completed within timescale.
- % of non-emergency repairs completed within timescale.

Performance indicators – bi-monthly

- Average time to complete a routine repair.
- Average time to complete a planned repair.
- % of first time fix repair.
- % of emergencies attended to within target.
- % of appointments made & kept.

8.2 The above metrics will be reported either directly to Board or to Board if they hit a defined trigger. There is also regular reporting to the Trusts Performance Management Group.

8.3 The Trust uses customer feedback from surveys and complaints to improve our service.

8.4 The Challenge Group, made up of Trust customers, reviews our service and can suggest ways we can do better.

9. **CONSULTATION**

9.1 The Trust's Challenge Group has been consulted about this policy.

9.2 All key stakeholders, where this policy directly impacts their area, have been consulted with to create this policy.

10. **REVIEW**

10.1 The Trust will review this policy on a 3 year cycle. The policy will be reviewed sooner if there are major legal, regulatory or other changes which make this necessary.

10.2 The Challenge Group will undertake regular reviews of the repairs service and provide feedback and scrutiny against this policy.

11. ASSOCIATED DOCUMENTS

1. Rechargeable repairs policy
2. Tenancy Agreement
3. Complaints & compensation policy
4. Leaseholder policy
5. Staff code of conduct
6. Asset Management & Development Strategy
7. Repairs Service Standard
8. Health & Safety Policy
9. Decant policy
10. Damp & mould policy
11. Safeguarding policy
12. Domestic abuse policy
13. Equality impact assessment (EIA)
14. Disrepair procedure
15. Reasonable Adjustments Policy
16. Vulnerable Persons Policy

POLICY INFORMATION

Policy Name:	Repairs Policy
Status:	Final/Approved
Approved by:	Executive Management Team
Drafted By:	Simon Williams – Assistant Director of Repairs
Date approved:	28 th January 2025*
Next Review Date:	January 2028