

HM3 Repairs and Maintenance Policy

To be Reviewed July 2029

YOU · MATTER

HOPE + HOMES SINCE 1846

Author: Jason Thomas

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Aim of policy

This Policy sets out You Matter's approach to responsive repairs, empty property maintenance, planned maintenance and cyclical maintenance.

The implementation of this Policy will ensure You Matter delivers an effective and efficient repairs and maintenance service to homes and communal areas whilst maintaining value for money. It also responds to the needs of, and offers choices to tenants, with the objective of completing repairs and improvements right first time.

Policy

You Matter repairs and/or replaces small to medium components on failure due to wear and tear or tenant misuse.

To ensure components are not prematurely replaced, regular cycles for the servicing of equipment, inspection and testing required by regulations will be carried out.

There will be external and internal (communal areas) redecoration programmes to maintain the appearance of properties and extend component life.

Emergency repairs can be reported 24 hours per day, seven days a week via a range of channels. Outside of normal working hours the service will as a minimum make the property safe and secure.

You Matter will endeavour to ensure that responsive repairs are completed in one visit, 'right first time'.

You Matter will arrange appointments, at the first point of reporting, for all non-emergency internal and external repairs.

Repair requests will be confirmed by phone, in writing or in a text message to the tenant. This will include a description of the repair, the date and time of appointment and the name of the contractor.

Responsive repairs will be responded to according to their level of priority, such as whether they are an emergency, urgent or routine. Where circumstances are appropriate or necessary, such as a tenant with support needs, a repair may be escalated to a higher priority.

If a repair cannot be completed within the stated timescale (e.g. if materials have to be specially ordered) You Matter will inform the tenant/ staff of the revised timescale, which may, due to the nature of the works, be progressed as investment works outside of this Policy.

You Matter will publicise repairs and maintenance which are the tenant's responsibility. Where it is identified that tenants have caused damage to the property, undertaken unauthorised alterations or left possessions and/or rubbish in the property when vacating, You Matter may seek to recover the costs incurred from tenants to rectify the damage and/or issues identified.

Where a non-emergency repair has been requested and it is evident that this is due to tenant damage, work may be subject to a recharge.

Where it is established that materials or parts have been ordered for works which is of a specialist nature and the tenant fails to allow access to undertake the work, You Matter may proactively seek to recover the costs incurred from the tenant.

Where improvements cause damage to the tenant's decoration, this will either be made good or a decoration voucher will be issued to enable the tenant to purchase the necessary decorating materials, this does not include where day to day repairs have been undertaken.

You Matter repairs empty properties promptly and to the published lettings standard, so that properties are let as quickly as possible to people in housing need.

Planned maintenance works will be carried out on a regular basis to ensure the health and safety of tenants and their visitors, to meet statutory and legal obligations, prevent deterioration of the building components and/or improve the appearance of homes and estates.

You Matter will deliver some repairs as longer-term investment works. For example, where pre-inspection and/or ordering and manufacture is required or for larger quantities of repairs that may potentially be done as a long-term investment.

You Matter will discharge all legal obligations to all leaseholders by providing an efficient and effective repairs and maintenance service for those repairs that are their responsibility.

How the policy will be delivered

You Matter will ensure that all call handlers receive structured training in all aspects of the repairs service and are provided with repairs diagnostic software to support the effective ordering of repairs and deliver a 'right first time' repair service to tenants.

You Matter will carry out an annual review of each contractor's performance, which will identify any actions necessary to be taken including determining or not extending contracts and/or not inviting to tender for future contracts.

Delivery of the arrangements within this Policy will be primarily through You Matter staff, external service providers and third-party audit mechanisms.

In order to ensure that a high-quality repairs service is provided, a randomly selected list that includes a range of values and types of work will be checked through internal and external audits. The results of the checks will be utilised to drive improvements and specific coaching and training for individual operatives.

Where employees become aware that there are problems with effective operation of this Policy, they should report this to the Policy Owner.

Related documents

- (a) You Matter Asbestos Policy
- (b) You Matter Asset Management Policy
- (c) You Matter Legionella Control and Water Hygiene Policy
- (d) You Matter Leasehold Management Policy
- (e) You Matter Electrical Safety Policy
- (f) You Matter Fire Safety Policy
- (g) You Matter Gas Safety Policy
- (h) You Matter Equipment and Adaptations Policy
- (i) You Matter Rechargeable Repairs Procedure

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(j) You Matter Tenancy Agreement

Equality Impact Assessment/Change History

Document History/Equality Impact Assessment Form

Title	Repairs and Maintenance Policy
Created	July 2024
Type	Housing
Person responsible for policy	Jon Metcalfe, Deputy Chief Executive

Reviewed By	Date Reviewed	Next Review	Changes		If YES record new version no.
			Yes	No	
Jason Thomas	Jul 24	July 29	X		2

This P&P has an impact on:	Impact		Equality Impact Form completed: Yes/ No
	Yes	No	
Age		X	If No comment: This policy does not have an impact against any of the protected characteristics
Disability		X	
Race		X	
Gender Reassignment		X	
Religion or Belief		X	
Sex		X	
Sexual Orientation		X	
Pregnancy or Adoption		X	
Marriage or Civil Partnership (in employment only)		X	