

REPAIRS AND MAINTENANCE POLICY



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY: REPAIRS & MAINTENANCE POLICY

DATE APPROVED: FEBRUARY 2025

EXPIRY DATE: FEBRUARY 2028

OWNER: HEAD OF ASSET INVESTMENT

APPROVAL ROUTE: EXECUTIVE MANAGEMENT TEAM

Repairs and Maintenance Policy

Purpose

The repairs and maintenance policy sets out our approach to the maintenance obligations of Teign Housing and that of our customers in accordance with any relevant tenancy, lease and licence agreements, and confirms our commitment and our aspirations for an excellent yet balanced and measured service that meets the expectations of our customers following consultation.

The Regulator of Social Housing's consumer standards on repairs, maintenance, and planned improvements state:

- 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.

Introduction

An efficient and effective repairs service that meets our understanding of resident's expectations from consultation and engagement, can have significant positive impact on the life and wellbeing of the household, and subsequently can contribute to the wellbeing of the wider community.

Teign Housing has legal responsibility for repairs and maintenance across our estates including communal areas and customers' homes, as do to an extent, our customers under the terms of the tenancy, lease or license. Our maintenance team Templar HomeBuild is responsible for delivering our Repair and Maintenance services.

We aim to deliver what we consider is an excellent repairs service. That is a quality, customer focussed, value for money repairs service that is responsive, flexible and reliable, accessible and communicated, and robustly measured. We know these aspects are particularly important to both our customers and our business.

Policy

We will proactively seek resident involvement to influence the service provided and its future development, aspiring to provide a quality customer focused service that meets the individual needs of our residents and does not discriminate. We will achieve this by being accessible, responsive and flexible and reliable and we will ensure appropriate communication with our customers using their preferred method of communication.

We will deliver our obligations by carrying out and meeting the cost of repairs that are our legal responsibility, We will comply with all relevant legislative and regulatory requirements, maintain up to date information about our homes and use this to help inform delivery of planned investment into our housing stock.

Our homes are maintained to meet or exceed the Decent Homes Standard and remain safe, affordable and sustainable places for our customers to live.

Performance and customer satisfaction with the service will be monitored. Dissatisfaction with the service will be investigated and used to help improve services in the future. We will deliver value for money through efficiency savings making the best use of our resources.

We will ensure that all Teign Housing and Templar HomeBuild staff and contractors employed by Teign Housing involved in the delivery of repairs and maintenance to our customers, have the necessary skills, qualifications, and training, to deliver an effective and reliable customer focused service.

We provide 365 day a year, 24-hour Emergency repairs service and offer all other repairs on a 'By Appointment' basis at a time and date to suit the customer. We aim to complete repairs on a right first time and first fix basis, arranging a surveyor's inspection only when necessary.

Appointments will be offered for the majority of repairs or inspections at the first point of contact, when reported by telephone or electronically by e-mail, online chat etc. and aim to

confirm 'By Appointment' repairs within 48 hours of being reported. We will ensure that residents are made aware of major repair and our planned improvement programmes well ahead of time.

We will use text message reminders / alerts the day before the repair appointment is due to reduce appointments being missed and will try our very best to contact residents if we cannot keep appointments we have arranged.

We will always try to inform customers if they are responsible for the cost of the repair at the time the repair is reported and ensure that the customer is advised if we intend to recharge for the repair if responsibility has been established at a later point. We aim to recharge for the cost of any repairs that are due to deliberate or accidental damage, abuse, or neglect.

We will maintain homes in a safe and habitable state, or if this cannot be achieved provide temporary alternative accommodation.

Our expenditure across reactive and planned maintenance will be balanced to help reduce the cost of void repairs and re-let times in line with our Voids Management Policy.

The environmental impact of the services we provide will be considered and monitored as part of our business wide carbon reduction strategy and we will implement any viable measures that may help reduce the environmental impact of the services we provide.

Monitoring and Performance Standards

Teign Housing will monitor performance against agreed service standard targets and work towards these being outcome focused and resident driven where appropriate. We will also continually review how satisfaction data is collected and measured to ensure our performance analysis is robust.

Service standards and performance targets will be incorporated into all contractual agreements with service providers and monitored regularly to ensure these are being achieved, maintained and improved where necessary.

We will measure and benchmark our performance against our peers and adopt practices to help maintain and improve our performance standards across all areas of the service.

Related Documents

- Repairs and Maintenance Procedure
- Rechargeable Works
- Void Property Management
- Gas Safety
- Electrical Safety
- Lifting Equipment
- Disabled Adaptations
- Compensation
- Complaints and Compliments

Reviews of this policy and associated procedures will take place at intervals of no more than three years.