

CHANGING LIVES

HOMES

REPAIRS & MAINTENANCE POLICY

Policy Summary

Policy Aim: To outline Changing Lives Homes' approach to providing customers with a high-quality repairs service which gives value for money and is delivered in a supportive and professional manner.

Statutory Compliance: To ensure that all repairs and maintenance carried out by Changing Lives Homes is completed to our standards and in a timely manner to ensure our portfolio is of the highest standard.

Review and Monitor Requests: This policy will be reviewed at least every 3 years. The review will be brought forward if there are significant changes to good practice, regulatory or legislative requirements.

Document Name: Repairs and Maintenance Policy

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Approval Standard Required: SLT

Date of Approval: July 2025

Next Revision Date: July 2028 (Every 3 years)

The digital version of this document is the most recent version. The printed version of this document is uncontrolled, and should not be used unless it has been formally issued and provided with a document reference number.

This standard applies to all the work undertaken by Changing Lives Homes and its subsidiaries, and in all locations that the charity operates. This standard is accompanied by specific guidance for colleagues. Therefore, the information within this standard is primarily intended for use by managers and supervisors.

Revision	Date	Record of Changes	Approved by
1.0	24/05/2025	Initial Creation	SLT

We are committed to providing our residents with a high-quality repairs service which gives value for money and is delivered in a supportive and professional manner.

The key objectives of our repairs and maintenance policy are:

- To provide a high-quality responsive repairs service to tenants, ensuring that Value for Money is achieved.
- To carry out repairs within reasonable timescales.
- To meet our statutory and regulatory obligations, ensuring tenants are safe in their homes.
- To plan and programme repairs to ensure that homes are maintained in good condition.
- To provide an out of hours emergency repairs service every day of the year for reporting and attending to emergency repairs.

We will achieve these objectives by:

- We will undertake quality control checks on compliance related activity i.e. gas and electric servicing and repairs.
- Coordinating satisfaction surveys relating to our repairs and maintenance services and analysing the results.
- Using tenant feedback to continually improve our services.
- Monitoring our performance to ensure that we are meeting our repair responsibilities and report this to internal and external stakeholders.
- Undertaking regular surveys of our stock to ensure the information we hold is accurate so that we can plan for future investment in our homes. We aim to undertake stock conditions surveys of all our stock on a 5 year cycle in line with best practice.
- Using contractors who are committed to meeting our standards and monitoring their performance on a regular basis.

Purpose

This policy outlines our aims in relation to our repairs and maintenance services and also sets out a range of general principles, plus standards of service that tenants can expect from Changing Lives Homes.

Policy Detail

This policy covers all properties owned or managed by Changing Lives Homes.

Service Standards:

Tenants can report repairs in person at our offices, by telephone, by email, by letter, or via our website. Out of hours emergency repairs can be reported by telephone.

Further details of the methods available are on our website and in residents' newsletters.

If our records show that a tenant has protected characteristics or they inform us, we will make reasonable adjustments to our service delivery.

We will publish the repairs which are the responsibility of tenants in the tenant handbook and tenancy agreement. It is the tenant's responsibility to report repairs in a timely manner to prevent unnecessary damage or deterioration of our properties.

We will complete repairs at a time which is mutually convenient to the tenant and our maintenance team. We will offer a service between the hours of 8am and 4pm, Monday to Friday providing a range of appointment days and times.

Damage that has been caused by a tenant or someone visiting their home may be rechargeable.

If we are unable to gain access to the property to carry out the work following an appointment having been made with the tenant, we will leave a card advising that the tenant should contact us to arrange another appointment.

Fixed floor and wall coverings:

Written permission must be obtained from Changing Lives Homes for tenants who request to install fixed floor or wall coverings, e.g. laminate flooring or wall cladding. Where tenants have received permission, they are responsible for obtaining the correct levels of noise insulation, contents insurance cover and for removing them for works which we deem to be essential.

If during repair works, we have to remove fixed floor or wall coverings, we may recover the costs of removal from residents who have installed them. At the end of the tenancy, tenants may be asked to remove fixed floor or wall coverings, at their cost and make good the property to its original condition.

Communal Areas:

Where agreed, we will keep all communal areas and equipment in good repair including:

- Common entrances, halls and passageways.
- Stairways and lifts.
- Lighting and security systems

Planned Maintenance

We will undertake planned programmes of work to replace or renew major items in homes such as kitchens and windows as they come to the end of their expected, useful life. We will wherever practical, offer a choice of replacement items from our approved list.

We will undertake consultations with tenants in advance of the works and wherever possible undertake work at dates and times which are mutually convenient to the tenant and Changing Lives Homes.

What happens if a tenant wants to make improvements to their home:

We may agree to tenants undertaking improvement work to their homes subject to them obtaining prior written approval from us. The tenant must write to us (letter, email or website) asking for our consent. The tenant must provide a detailed description of the intended works.

Only when we have given our consent (in writing) and the tenant has provided copies of any necessary approvals can the improvement work be undertaken. On completion of the agreed work, Changing Lives Homes may request to inspect the work to ensure it fully complies with what was agreed, has been carried out safely, and in a way that complies with good practice, and to Changing Lives Homes standard of quality.

Changing Lives Homes will also require copies of all compliance related documents such as Electrical Installation etc.

Future maintenance of all agreed improvements is usually the responsibility of the tenant. However, we will comply with all legislative and regulatory requirements regarding repairs and maintenance. Tenants may be recharged if Changing Lives Homes has to undertake any work associated with the failure of improvement works.

We reserve the right to decline certain applications for improvements, including where the improvements would be:

- Out of keeping with the rest of the dwelling or project.
- Will make the property difficult to let in future.
- Will be unsuitable for possible future tenants.
- Is a property that we expect to be in a position to make our own improvements within a reasonable time (no more than 12 months – such as planned maintenance programmes).
- Where replacing like for like and is not a genuine improvement.

A tenant may be recharged for any unauthorised improvements or alterations identified during or at the end of their tenancy.

Below are the repair categories for Changing Lives Homes along with the respective timescales for each category.

Emergency Repairs

An emergency is defined as something which could cause, or lead to danger to someone's health or safety, or cause, or lead to serious damage and destruction to property, e.g. no heating and hot water, burst pipe or leaks, etc. To be attended within 24 Hours.

Standard Repairs

Standard repairs are those that cannot be defined as an emergency and are of a routine nature, e.g. non-emergency plumbing works where a leak is contained, easing internal doors, refixing kitchen cupboard doors, etc. To be attended within 20 working days.

Major Repairs

Major repairs are generally disruptive or intrusive pieces of work that require careful planning and consideration of our customers' requirements prior to works commencing, e.g. damp proofing works, full room plastering, repairing/replacing large fences, major component replacement, etc. To be attended within 60 working days.

Needs Led

We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services. We will offer support, reasonable adjustments, and adaptations to remove barriers. We will discuss with the tenant what is reasonable and appropriate. In delivering this service we may need to escalate a particular case – if we do then a person's needs will be considered as part of the decision-making process.

We will support people with protected characteristics to deliver this service. We will work alongside external agencies such as social services, the police and fire services and other appropriate agencies to help and support people with vulnerabilities in the delivery of our services but also to ensure we meet our statutory and regulatory requirements as a social landlord. Details are provided in the appropriate areas in this policy.

Data Protection and Privacy

We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for Changing Lives Homes which, along with its associated procedures, must be followed throughout the operation of this policy.



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