

Governance Information

Applicable Legislation	<ul style="list-style-type: none"> · Landlord and Tenant Act 1985 · Defective Premises Act 1972 · Housing Acts 1985; 1988 & 2004 · Environmental Protection Act 1990 · Housing Health and Safety Rating System 2006 · Decent Homes Standard 2006 · Home Standard 2012
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Approved by	Board
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Contents

Governance Information	1
1. Policy	2
2. Purpose	2
3. Scope	2
4. Reporting a Repair, Priorities & Appointments	2
5. Emergency Access	3
6. Home Improvements and DIY Repairs	3
7. Adaptations	4
8. Chargeable Repairs	4
9. Planned Works & Cyclical Maintenance	4
10. Empty Homes	4
11. Contractors	4
12. Complaints	5
13. Definitions	5
14. Roles and Responsibilities	5
15. Equality Impact Assessment	5
16. Policy Review & Monitoring	5
Appendix A - Repairs & Maintenance Responsibilities	6

1. Policy

- 1.1 At the Industrial Dwelling Society (herein known as IDS), we are dedicated to providing our residents with a safe and well-maintained living environment. Our repairs policy outlines how we manage repairs and maintenance in our homes and communal areas while ensuring our residents' safety and satisfaction.
- 1.2 We are committed to delivering repairs services that meet legal, statutory, and regulatory standards while prioritising safety. Our goal is to provide timely, efficient, and cost-effective repairs that add value to our residents living experience.

2. Purpose

- 2.1 This Policy sets out IDS' approach to carrying out repairs in our residents homes, across our estates and communal areas where it is our responsibility to do so. We focus on:
 - Keeping our homes maintained to a good standard;
 - Ensuring that repairs and maintenance works are conducted promptly and appropriately
 - Ensuring our homes are sustainable and energy efficient; and
 - Testing how we are performing through regular resident feedback.

3. Scope

- 3.1 This Policy applies to all homes and assets where IDS has a repairing responsibility, and to residents living in those homes. It also applies to IDS staff and contractors carrying out repairs on behalf of IDS.
- 3.2 This Policy should be read in conjunction with the Health & Safety Policy; Statutory Compliance Policies; Disrepair Policy; Damp & Mould Policy; Pest Control Policy, and the Complaints Policy.

4. Reporting a Repair, Priorities & Appointments

- 4.1 We are committed to responding to the needs of our residents, and to complete repairs with one appointment, wherever possible. We will also keep residents informed on the progress of repair work. There are various ways for residents to report a repair to IDS - by phone, email, in person and online via our repairs residents' portal.
- 4.2 Prioritising Repairs
 - **Emergency Repairs** – Necessary to prevent a serious and immediate threat to health, safety or welfare of a resident and/or their home – this will be attended to **within four hours** with works completed within **24 hours** wherever possible.
 - **Urgent Repairs** – Repairs that require urgent attention but do not pose an immediate risk to the resident and/or their home. These repairs will be completed within **7 calendar days**, although we will encourage our contractors to carry out repairs as soon as possible.
 - **Routine Repairs** – All other repairs that do not pose a risk to the resident and/or their home. These repairs will be completed within **28 calendar days**, although we will encourage our contractors to complete these repairs quicker wherever possible.
- 4.2.1 Some works may require an inspection to assess the extent of the repair required before follow-on works can be arranged and an appointment agreed. We will attempt to arrange both the inspection and repair work appointments within the target timeframes but may be unable to do so where the works required are extensive.

4.2.2 IDS may re-prioritise works for disabled or vulnerable residents, or residents experiencing anti-social behaviour, and complete them more quickly outside of the above timescales. This approach will be agreed on a case by case basis and in agreement with our residents.

Appointments

4.3 We will make every effort to offer a suitable appointment for the repair within timescale, appointment slots are available between 9am-5pm Monday to Friday.

4.3.1 Missed Appointments

4.3.2 Avoiding missed appointments is essential to providing an efficient repairs service. We recognise the inconvenience and possible cost caused when appointments are missed, and we are proactive in minimising and avoiding missed appointments.

4.3.3 Where we hold a mobile number for residents, we will confirm appointments by SMS when they book the appointment. We will phone residents where we attend an appointment but are unable to gain access, allowing an opportunity to avoid unnecessary missed appointments.

4.3.4 In some cases, we may compensate residents for appointments which we fail to attend as arranged and will reschedule appointments for the earliest available slot convenient for the resident. This will be in line with our Compensation policy.

4.4 Out Of Hours Repairs Service

4.4.1 IDS provides an emergency out of hours repairs service where calls are transferred to an external call centre outside of office hours. The call centre takes calls and passes works over to the relevant contractor; this is for emergency repairs only.

4.4.2 A duty manager is also on call to support our call centre outside of office hours when required.

5. Emergency Access

5.1 We may require access to residents' homes in the event of an emergency to complete a repair. We will make all reasonable efforts to contact the resident to arrange access, but where there is a serious and immediate risk to safety we may enter the property under the terms of the licence or tenancy agreement.

5.2 We will in all cases ensure that the property is secured and the resident able to gain access without delay, and all such cases will be authorised by a IDS head of service or director.

6. Home Improvements and DIY Repairs

6.1 Residents must not make structural or physical alterations to their homes.

6.2 Residents must seek written permission from IDS before undertaking repairs to their property themselves unless it is a repair which they are responsible for (as per the tenancy agreement).

6.3 Where we provide permission for residents to complete home improvement works the Right to Compensation for tenants' improvements scheme will apply at termination of the tenancy.

6.4 We will consider allowing residents to undertake minor repairs to their home themselves on a case-by-case basis where these are safe to perform, without our written permission. We will consider all requests for permission to repair or improve the property on their individual merit, including such factors as health and safety, planning requirements, structural safety, and the impact on neighbours.

7. Adaptations

- 7.1 We will facilitate property adaptations where appropriate to support and assist residents to maintain their independence and remain in their home. These are usually supported by local authority OT assessments where a disabled facilities grant (DFG) has been obtained.

8. Chargeable Repairs

- 8.1 We will charge for a repair that is the result of careless damage or misuse of the building by a resident or their visitors, under the terms of their licence or tenancy agreement. Payment for this will be taken in full and in advance unless the repair is an emergency, in which case IDS will accept payment following completion of the repair. Equality Impact Assessment

9. Planned Works & Cyclical Maintenance

- 9.1 We will ensure that a programme of cyclical maintenance (i.e. internal decoration of communal and shared areas) is carried out to keep our communal areas in good condition.
- 9.2 We will ensure that residents' homes meet the Decent Homes standard. An annual capital works programme is informed by the IDS' Pre-Planned Maintenance schedule and approved annually by the IDS Board.

10. Empty Homes

- 10.1 We carry out repairs to our properties when they become empty and before we let them to a new tenant. We carry out these repairs quickly and efficiently minimise the times homes remain empty between each letting, to meet the housing needs within our communities and to maximise our rental income.
- 10.2 Works completion times and costs will be kept to a minimum by ensuring vacating residents understand and adhere to IDS property standards, which we discuss with them at pre-termination visits. These are visits we carry out with the vacating tenant before their tenancy with us comes to an end. We also arrange key collection from them at the earliest opportunity.
- 10.3 We have an agreed IDS Lettable Standard that all empty homes must meet before we will let them to a new tenant. These standards ensure that we provide good quality homes that new IDS tenants can be proud to live in.
- 10.4 Internal decoration is usually tenant responsibility. However, where the internal decoration would adversely affect our ability to relet the property, we will either carry out the decoration ourselves or provide the incoming resident with a decoration allowance towards the contribution of costs.

11. Contractors

- 11.1 IDS maintains a Schedule of Contractors with varying specialisms to ensure the day-to-day delivery of repairs can be addressed promptly and competently. The schedule of contractors will be reviewed periodically to ensure ongoing cost effectiveness, quality of work and level of customer care provided.
- 11.2 The services provided by IDS contractors are regularly monitored by IDS staff.

12. Complaints

- 12.1 We operate an approach to complaints that is clear, simple and accessible, and ensures that complaints are resolved promptly, politely, and fairly. If a resident is not happy with a repair or maintenance activity that has been carried out, they can make a complaint in accordance with the IDS Complaints policy and procedure.

13. Definitions

Planned / Capital Works	Major repairs that are planned to take place, such as new kitchen and bathrooms, window renewals, and boiler replacements
Decent Homes Standard	Policy introduced by the Government to improve the condition of social rented housing. A Decent Home is defined as 'A decent home is defined as being "free from most serious health and safety hazards, such as fall risks, fire risks, or carbon monoxide poisoning".
OT Assessment	An assessment carried out by an Occupational Therapist to check if changes are needed to a property to make it suitable for a resident with a disability.
KPIs	Key Performance Indicators that are used to measure the performance of the repairs service
Lettable Standard	A specification of works that IDS delivers to ensure all empty homes meet Decent Homes standards and are of good quality for new tenants to occupy.

14. Roles and Responsibilities

- 14.1 See appendix A for a full list of IDS and Resident repair responsibilities.

15. Equality Impact Assessment

- 15.1 An Equality Impact Assessment has been completed for this Policy.

16. Policy Review & Monitoring

- 16.1 All relevant KPI's aligned to repairs and maintenance performance are regularly monitored and reviewed. We will routinely monitor our performance in implementing this policy.
- 16.2 We will enable residents and the Operations Committee to scrutinise performance of the maintenance policy and repairs service quarterly within Operations Committee meetings and will act upon recommendations to continuously improve performance.
- 16.3 We will inspect completed repairs and maintenance works to ensure that the standard of work is appropriate. Frequency and volume of post inspections depend on value and type of works.
- 16.4 We will conduct regular Repairs and Maintenance satisfaction surveys and phone calls with residents to seek their feedback.
- 16.5 We will review this policy every three years, or following legislative change, to ensure the Policy remains effective and complies with current legislation and good practice. As an integral part of the review process, we will engage with IDS residents to seek their feedback.

Appendix A - Repairs & Maintenance Responsibilities

Repairs Responsibilities Matrix

External			
Area/Location description	Resident	IDS	Exceptions
External areas		X	Only walls & fences that belong to IDS
CCTV installations		X	Only IDS owned installations
Chimney/flue repairs		X	
Damage to Front entrance doors following forced entry by Police/emergency services/IDS		X	Crime reference number must be obtained by resident prior to remedial works
Keeping structure of property in good state of repair – e.g. brickwork/roof/windows/doors/door frames/drains/gutters		X	
Installations for water/gas/electric supplies		X	
Outbuildings & sheds	X		Unless integral part of IDS property
Garages		X	
Glazing and frames to windows/doors		X	
Resident balconies		X	
Resident trees	X		IDS will consider remedial works if adjacent properties are being affected
Gardens/patios	X		Unless Communal
Boundary walls/fences		X	If owned by IDS
Aerials		X	Only if installed by IDS
Individual property external lighting		X	Only if installed by IDS
Individual property front paths/patios		X	Only if causing a H&S risk
Individual property fences/gates		X	
Individual rear patios	X		Unless confirmed as a H&S risk
Painting of external/communal areas		X	As per IDS planned/cyclical programme/s
Satellite dishes	X		Unless IDS communal satellite
Washing lines/other garden fixtures & fittings	X		Unless communal facility
Broken windows		X	If criminal act resident provides crime reference number for insurance purposes

Internal areas			
Area/Location description	Resident	IDS	Exceptions
Maintenance of gas/water/ electrics		X	
Floors/ceilings/plasterwork/doors/frame & skirting boards		X	
Making good of plasterwork or damaged decorations caused by IDS		X	
Blinds/curtains/curtain rails	X		
Curtain batons		X	
White goods – washing machine, cookers, dishwashers, fridges	X		Unless sheltered accommodation IDS appliances
Internal decorations	X		
Light bulbs	X		
Light fittings		X	
Plastering		X	Only if not superficial cracking
Shelves/hooks/rails	X		
Smoke and carbon monoxide detectors		X	Batteries to be replaced by resident
Stairs/bannisters/balusters		X	
Bathroom		X	
Bath panels		X	Unless fitted by resident or tiled over by resident
Bath/sink/taps/leaks		X	Unless fitted by resident, this will be recorded on IDS system
Sanitary items - Chains & plugs		X	
Shower curtains/poles	X		
Shower screens		X	Unless fitted by resident
Showers (including electric) wet rooms inc. base, head, and hose		X	If fitted by IDS
Wall/floor tiles		X	Unless fitted by resident
Toilet seats	X		Unless elderly or vulnerable
Toilets and cisterns		X	Unless renewed by resident and non-standard
Heating/hot water		X	
Boiler repairs		X	
Boiler servicing		X	
Cold water storage tank		X	
Hot water heaters		X	

Internal areas			
Area/Location description	Resident	IDS	Exceptions
Immersion heaters		X	
Radiators		X	
Unvented cylinders		X	NB Direct from mains supply
Kitchen			
Chains & plugs	X		
Cooker hoods		X	Only if installed by IDS
Kitchen units/hinges/catches/handles/ doors			If installed by IDS – matching adjacent units if possible
Wall tiling		X	Unless fitted by resident
Worktops		X	
Fitting waste and supply pipes for washing machines and dishwashers and vents for tumble dryers	X		Unless IDS fitted items

Communal areas			
Area/Location description	Resident	IDS	Exceptions
Aerials		X	
Balconies		X	
Bins		X	
Doors/locks/handles/glazing		X	
Entrance gates/locks		X	
Fobs & keys		X	
Gardens		X	
Communal/district hot water/heating/ lighting		X	
Communal smoke/fire/carbon monoxide detectors		X	
Soil stack/waste pipes/ventilation systems		X	
Stairs/Bannisters		X	
Communal washing/rotary lines		X	

Internal ventilation			
Area/Location description	Resident	IDS	Exceptions
Condensation/mould		X	Consideration/advise re: tenants management of heating/ventilation/moisture control
Dampness caused by building defects e.g. rising dampness		X	
Individual ventilation systems e.g. MVHR		X	

Doors			
Area/Location description	Resident	IDS	Exceptions
Doorbells		X	Unless resident's installation
Adding extra security e.g. fitting mortice locks	X		
Front entrance door key (lost or stolen) may include lock replacement.	X		Unless elderly/vulnerable resident
FED locks/handles/draught excluders		X	
Internal door draught excluders	X		
Internal door glazing		X	
Window/door & sill leaks		X	
Internal doors locks/handles	X		
Internal fire doors/locks/handles		X	

Electrical			
Area/Location description	Resident	IDS	Exceptions
Switches and sockets		X	
Internal wiring and boards		X	
Electric meters	X		Residents' electricity provider
Replacing light bulbs/fluorescent tubes/ electrical plugs/fuses/batteries in smoke alarms	X		Unless elderly or vulnerable resident

Flooring			
Area/Location description	Resident	IDS	Exceptions
Floorboards		X	
Flooring in kitchen and bathroom		X	Standard safety flooring only
Flooring installed by resident	X		
Other flooring	X		Only vinyl polysafe installed within bathroom and kitchen would be IDS responsibility

Water ingress (leaks)			
Area/Location description	Resident	IDS	Exceptions
Plumbing leaks		X	
Roof/roof gardens/guttering		X	
Waste & drainage leaks e.g. stack pipes and sewers		X	
Waste blockages e.g. blocked sinks/toilets/baths		X	Only after resident has attempted to resolve or if caused by communal pipework

Pest control			
Area/Location description	Resident	IDS	Exceptions
Minor pest control issues	X		
Pest infestations in individual homes		X	
Pest infestations in communal or multiple dwellings		X	