

1. Purpose

This policy sets out how RMHS will deliver our repairs and maintenance service, including emergency, responsive and planned repairs and maintenance.

2. Legal and Regulatory Framework

This policy is informed by the following legislation and guidance:

- Landlord and Resident Act 1985
- Housing Health and Safety Rating System (HHSRS)
- Homes (Fitness for Human Habitation) Act 2018
- Social Housing (Regulation) Act 2023
- Building Safety Act 2022
- Housing Ombudsman Complaint Handling Code
- The Housing (Scotland) Acts 1987, 2001 and 2006
- Housing (Wales) Act 2014
- Renting Homes (Wales) Act 2016
- Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022

3. Policy Statement and Approach

We are committed to providing safe, well-maintained homes. We aim to deliver a responsive, efficient, and resident-focused repairs and maintenance service that ensures our properties meet the Decent Homes Standard and comply with all legal and regulatory requirements. Although we are not a Registered Provider of Social Housing, we aim to adhere to the Consumer Standards set down by the Regulator of Social Housing.

This policy applies to all RMHS properties and covers:

- Reactive repairs
- Planned and cyclical maintenance
- Landlord and Resident responsibilities
- Emergency procedures

4. Principles

- to provide efficient, cost-effective and quality repairs and maintenance service;
- to ensure that our housing stock is well maintained to a high standard;
- to comply with our statutory obligations; and
- to meet our repairing obligations as set out in the Resident Handbook, and terms stated within the Tenancy Agreements, Exclusive Occupancy Agreements and Secure Occupancy Contracts.
- We are committed to providing a fair, inclusive and accessible service.
- We routinely collect feedback and work with residents to improve service delivery.
- Support is available for residents with specific needs, including communication support and translation services.

5. Operational Specifics

5.1. Communal Repairs

RMHS is usually not responsible for repairs to communal areas where a property is in a block of flats or is a leasehold property. This includes shared entrances, stairways, pathways, car parking areas, and communal gardens, where applicable. A managing agent or superior landlord is almost always responsible for these areas, and RMHS will liaise with the appropriate party but is not accountable for repair delivery timescales. The Property Services Team will review all leasehold agreements and be responsible for liaison with the landlord/managing agent.

5.2. Repair or Replacement

RMHS will always consider whether it is more effective to repair or replace an item. Replacement may occur where a repair is not possible, or where it offers better long-term value. Replacements will be matched as closely as possible to existing fittings but may not be identical.

5.3. Temporary Moves

In rare cases where extensive works prevent safe occupation of a home, RMHS will support a temporary move. This will be discussed and arranged with the resident in advance.

5.4. Prioritising Repairs

We use a triage approach to prioritise repairs, including identifying those that present a health or safety risk. Emergency issues are responded to immediately, and damp, mould, and fire safety concerns are treated with zero tolerance. Residents with medical or additional needs should notify us so that appropriate adjustments and prioritisation can be applied.

5.5. Repair Categories and Response Times

Category	Definition	Target Response Time
Emergency	Immediate risk to health, safety, or security (e.g., gas leaks, major floods). Loss of heating/hot water.	24 hours
Urgent	Minor leaks, minor structural damage.	7 working days
Routine	Non-urgent repairs (e.g., dripping taps, minor plasterwork)	28 calendar days
Planned	Major works identified through surveys (e.g., roof replacements)	Scheduled as per programme
Right First Time	We aim to complete 95% of repairs the first time we visit a property	n/a

5.6. Emergency repairs

An emergency repair is anything causing immediate:

- Risk to the health, safety, and security of any occupants and/or visitors to the property, or
- Significant damage to a property's structure, fixtures, and/or fittings.

Typical emergency repairs include:

- Water leaks to a water pipe or riser on the landlord side of the stopcock
- Making safe immediately after a flood e.g. checking electrics
- Dealing with the effect of severe storm damage on a home's structure (after the storm has passed)
- Risk of falling masonry or structural collapse
- Total loss of electricity supply (excluding those caused by a power company)
- Unsafe electrical fittings (excluding resident-owned appliances)
- Breaches of security (e.g. broken locks or glass) to outside doors and windows to the home,
- Gas escape
- Blocked main drains, soil pipes, or a property's only toilet
- Heating and/or hot water loss
- Stairlift breakdowns (see Stairlift Policy)

Note: This is not an exhaustive list.

RMHS will carry out essential works within 24 hours of the resident reporting the emergency repair. For heating loss, RMHS will provide temporary alternative forms of heating if unable to repair the system at the first visit. Sometimes other repairs may be needed to complete the repair. If this is the case, RMHS will arrange more appointments with the resident. In exceptional circumstances, such as during a period of sustained adverse weather, we may need to lengthen the timescales for emergency repairs. If this is the case, we will inform the resident when they make a report.

5.7. Reporting Repairs

Residents can report repairs via email or telephone.

5.8. Access and Appointments

- Appointments are scheduled within operational hours.
- RMHS will provide at least 24 hours' notice for non-emergency access.
- For major works, RMHS will work with the resident to find a suitable time to carry these out, within reasonable limits.
- All communication with residents arranging and agreeing appointment times must be recorded on Home Master.

5.9. Resident Responsibilities

Residents are responsible for:

- Reporting repairs promptly
- Allowing access for inspections and repairs
- Replacing consumables (e.g., light bulbs) unless in sealed units
- Internal decorations
- Carpets/floorcoverings unless in the kitchen or bathroom
- Curtain poles and pelmets
- Maintaining gardens, driveways and yards (unless communal)
- Tree cutting unless on boundary or has a Tree Protection Order (TPO)
- TV aerials and satellite dishes
- Broadband connections (if drilling through walls or other structural work is required, permission from RMHS must be sought).
- Cleaning out drains, gully traps and gratings
- Replacing broken window panes as a result of resident damage
- Draughtproofing
- Replacing washers, plugs and stoppers
- House alarms and battery operated doorbells
- Taking steps to manage day to day condensation (see also Hazards including Damp & Mould Policy)
- Repairs or replacement of White Goods that are gifted to tenants from RMHS.

For anything other than the above, residents must not arrange their own repairs.

5.10. Residents with a share in the property

Section 11 of the Landlord and Tenant Act 1985 places a legal duty on landlords to keep in good repair the structure and exterior of the property, as well as installations for the supply of water, gas, electricity, sanitation, space heating, and heating water. Under this duty, the landlord must carry out necessary repairs within a reasonable time after being notified of the issue, ensuring the property remains safe and habitable for tenants. RMHS does not recharge residents who hold a share in the property for Section 11 repairs.

5.11. White Goods

Any freestanding white goods, timber garden sheds, greenhouses or timber outhouses in or on the property may be gifted to the new resident on an as-seen basis, with no warranty. Where goods are gifted the upkeep, repair, maintenance, replacement and disposal of these goods is the responsibility of the resident. It is the tenant's responsibility to ensure the items are kept in good condition and to arrange and pay for any repairs or replacements as required. Integrated appliances remain the property and the responsibility of RMHS.

5.12. Resident Damage

If damage is caused by the resident, family or guests, RMHS will recharge the resident for the cost of the repair.

5.13. Pest infestations

RMHS takes the presence of pests and vermin seriously due to their impact on residents' health and wellbeing. We will assess and respond to reports of pest infestations within the property on a case-by-case basis.

Where infestations are caused by structural issues, such as gaps in external walls or broken drainage, RMHS will take remedial action to eliminate entry points. In general, responsibility for addressing and funding pest control may depend on the source and cause of the problem. Residents are responsible for treating minor infestations inside their home unless they can demonstrate that RMHS is responsible for the cause. All pest infestations in outbuildings/sheds/summerhouses are the responsibility of residents.

Residents are responsible for raising issues of pests in gardens or surrounding areas with the local authority.

Residents should report any concerns about pests promptly. RMHS will investigate and, if needed, instruct appropriate professionals. Advice will be provided to help prevent recurrence, and follow-up visits arranged where necessary.

5.14. Invasive species in gardens

Tenants must not plant or cultivate invasive, non-native species or rapidly spreading plants in gardens or communal areas. This includes, but is not limited to, bamboo, Japanese knotweed, and giant hogweed. These plants can cause significant damage to buildings, paths, and underground services, and their presence may result in legal and environmental issues.

If such species are identified, or complaints are received from neighbours about encroaching plants, RMHS reserves the right to take appropriate action to remove them and recover any associated costs. Tenants are encouraged to seek advice before planting anything that may be considered invasive.

5.15. Planned and Cyclical Maintenance

RMHS schedules:

- Gas, smoke alarm & Co2 detector servicing annually (see Gas Safety & Fire policies)
- Electrical checks every 5 years (see Electrical Safety Policy)
- Chimney sweep annually (See Chimney Sweep policy)
- Stairlift servicing annually (see Stairlift Safety policy)
- External painting, inspected every 5 years and painted if required.
- Boiler replacements every 15 years
- Kitchen and bathroom upgrades as needed depending on condition.

5.16. Contractor Management

- All contractors are vetted and must adhere to RMHS standards.
- Performance is monitored through KPIs and resident feedback.
- Contractors must carry identification and conduct themselves professionally. See Code of Conduct / SLA

5.17. Complaints and Feedback

Requests for service, such as reporting a repair or requesting information, are not treated as complaints. A complaint is defined as an expression of dissatisfaction about the standard of service, actions, or lack of action by the organisation or its staff.

Residents dissatisfied with the repairs service can make a complaint using the RMHS Complaints Policy.

Resident feedback on repairs will be sought regularly and used to improve the service.



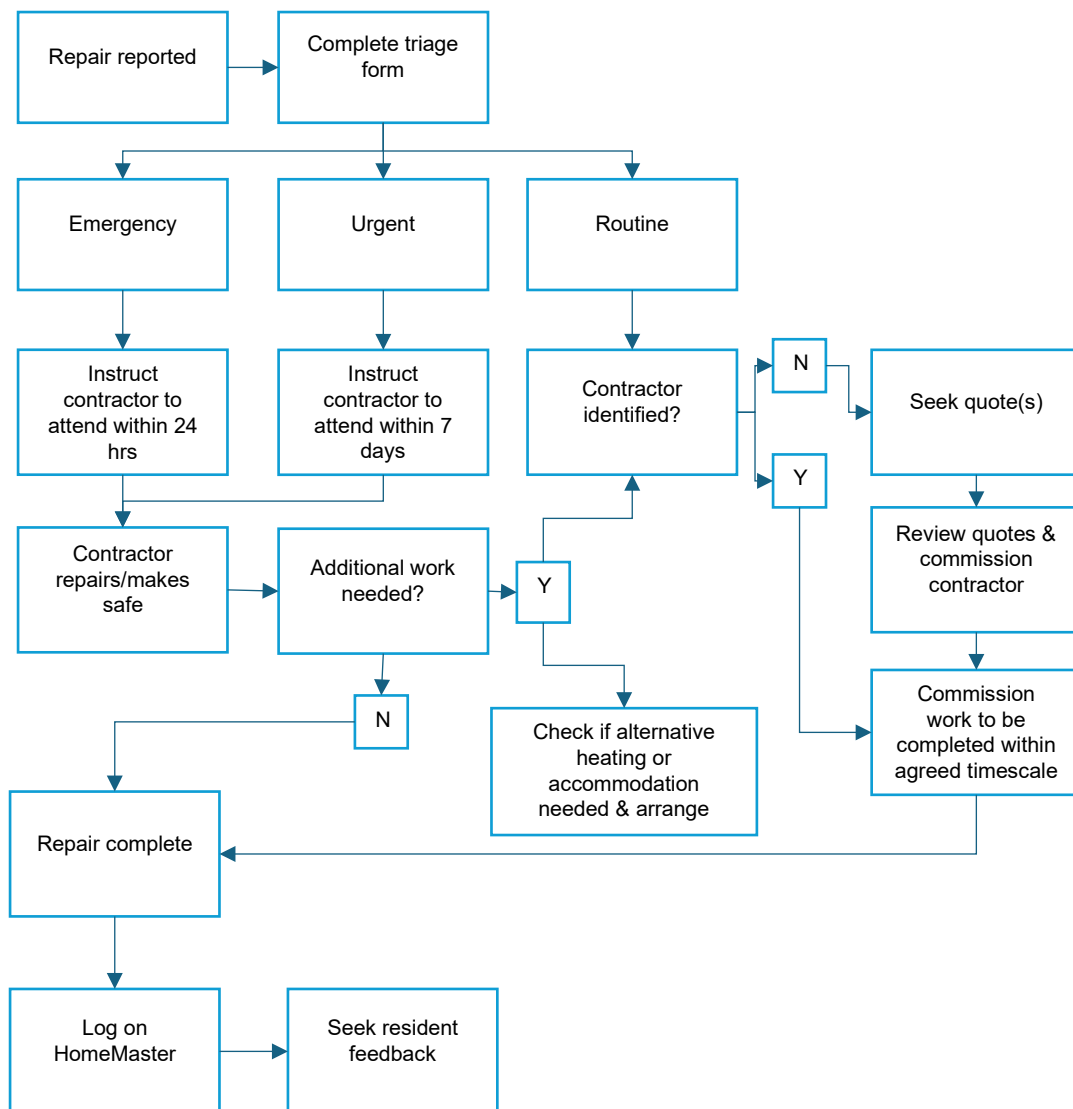
Repairs & Maintenance Policy & Procedure

6. Monitoring and Record-Keeping

RMHS will:

- Conduct quarterly reviews of repair response times and resident satisfaction.
- Publish annual performance reports.
- Review this policy every 3 years or following significant regulatory changes.

7. Procedure (Flowchart)



Version: 1.0

Review cycle: Every 3 years unless there is a significant incident or a change to regulations

Approval Date: September 2025

Review Date: September 2028

Appendix 1 Resident Improvements

Residents may wish to make alterations or improvements to their home to better suit their personal needs or preferences. RMHS supports residents in maintaining a safe and comfortable living environment, but all improvements must be authorised in advance.

Permission Requirements:

- Residents must seek and obtain written permission from RMHS before carrying out any improvements, alterations, or additions to their home.
- Permission will not be unreasonably withheld, but RMHS reserves the right to refuse changes that may affect the safety, structure, value, or future maintenance of the property.

Examples of Improvements Requiring Permission:

- Installing new kitchens or bathrooms (in advance of planned replacement cycles)
- Adding or removing fixtures (e.g., built-in furniture, doors, storage, radiators)
- Replacing flooring with alternative materials (e.g., laminate) – note, in order for any new flooring to be approved, it must be suitable and if in a flat, must have the necessary soundproofing.
- Installing or renewing external features such as satellite dishes, security lights, conservatories, summerhouses or sheds
- Any structural alterations (e.g., knocking through walls) or changes to rooms (partition walls, remodelling bathroom or kitchen layout).
- Replacing or resurfacing driveways or paths
- Electric car charging ports (these must be installed by a qualified electrician and certified).

Conditions and Responsibilities:

- The resident is responsible for the cost of the work and ensuring it is carried out by qualified professionals.
- Where asbestos is present and will be disturbed by the work, RMHS will take responsibility for managing the removal or containment of asbestos. See Asbestos Policy & Procedure
- RMHS may inspect the completed work to ensure it meets required standards.
- If the work causes damage, or does not comply with regulations or our standards, RMHS may require it to be removed or rectified at the resident's expense.
- Improvements made without consent may result in the resident being charged for reinstatement.

Adaptations for Medical Needs:

- Requests for adaptations due to disability or health conditions will be considered under RMHS's Aids and Adaptations Policy.

Alterations that Residents will not be permitted to make

- Changes to or installing boilers and airsource heat pumps.
- Installing solar panels
- Rewiring, new circuits or changes to consumer boards.

End of Tenancy:

- At the end of a tenancy, RMHS may require residents to remove improvements and reinstate the property unless otherwise agreed.

Appendix 2 Repairs Triage Form

1. Basic Information	
Name of resident and contact number?	
Are you the resident? If not, name, and check permission to discuss issue with a third party	
Full address of the property?	
Preferred method of contact (phone, email, etc.)?	
2. Description of the Problem	
Please describe the issue in as much detail as possible.	
When did the problem start?	
Has the issue got worse over time?	
3. Urgency and Impact	
Is anyone in the household currently at risk because of this issue? (e.g., electric shock, trip hazard, gas smell)	
Is the problem affecting your ability to use the home safely? (e.g., no heating, blocked toilet, no running water)	
Is the problem affecting the health of anyone in the household?	
Are any vulnerable residents affected and how?	
4. Access and Permissions	
When will someone be available to give access for the repair?	
Are there any pets, key codes, or other access considerations we need to know about?	
Is anyone in the household self-isolating or showing symptoms of illness?	
5. Previous Action	
Have you tried to fix the issue yourself or hired someone?	
Have you reported this issue to us before?	
Have any temporary repairs been made?	
6. Supporting Information	
Can you provide a photo or video of the issue (via email/text)?	
Have there been any related issues in other parts of the home?	