



Lancaster City Council

Housing and Property: Repairs and Maintenance

Repairs and Maintenance Policy

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Prepared by:	DG
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Approved by	JW
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1. Introduction, Aim and Policy Objectives

- 1.1. This policy outlines the service standards and provision of an excellent repairs and maintenance service that all Council Housing tenants and leaseholders of Lancaster City Council (LCC) should expect.
- 1.2. LCC will comply with all Legislative and Regulatory requirements expected of a responsible social housing provider.
- 1.3. This policy was included in the scrutiny of Council Housing Repairs and Maintenance Service during the period February to May 2024 by Council Housing Tenant Scrutineers. Aspects of this policy includes recommendations made by the Scrutiny panel.
- 1.4. The repair, maintenance, and improvement of LCC housing stock, garages, commercial properties, community centres and other related assets is an extremely important and high demand service for our customers. The delivery of these services must be efficient, provide value for money, high levels of customer satisfaction, be of high quality, meeting the diverse needs of our communities. As a priority, LCC must also ensure as an over-arching priority, the Health and Safety of its customers and those involved in the delivery of these services.
- 1.5. The aim of this policy is to ensure:
 - All homes and assets are maintained to the highest standard.
 - All homes are warm, safe, and comfortable.
 - The highest standard of customer satisfaction is achieved.
 - Customers are aware of our service standards.
 - To recognise the diverse needs and vulnerabilities of our customers.
 - LCC adhere to all relevant landlord, regulatory and statutory compliance obligations.
 - LCC's repairs and maintenance service is efficient and provides value for money.
 - LCC's asset management strategy is adhered to and reflects the investment needs to the housing stock.
 - All homes will as a minimum comply with the Governments Decent Homes Standards and any subsequent amendments to these standards.
 - LCC are compliant with the Regulatory requirements set by the Regulator of Social Housing, specifically the Safety and Quality Standard with reference to the Quality of Accommodation and Repairs and Maintenance.
 - All works undertaken by directly employed staff and external contractors are in accordance with specifications and quality standards prescribed for any repairs, maintenance or improvement activity. There is a duty on all those who undertake work to a dwelling do all the work in a professional or work person like manner and use proper materials
- 1.6. This policy will be reviewed and updated to ensure compliance with all relevant statutory provisions and any amendments to legislation.
- 1.7. LCC is committed to the provision of an excellent repairs and maintenance service to ensure the satisfaction of its customers and leaseholders. This will lead to protecting the value of its housing stock and achieve value for money.

- 1.8. LCC will always aim for a Right-First-Time approach and meet or exceed our Key Performance Indicators for the delivery of its repairs and maintenance service.
- 1.9. LCC will ensure all employees and contractors delivering repairs and maintenance services adhere to the Code of Conduct when visiting or working in customers' homes. All employees will present their identification badges irrespective of being asked to show/produce.
- 1.10. LCC Repairs and Maintenance Service (RMS) will be responsible for the repairs function to all housing stock and associated assets. RMS will be supported by specialist support contractors (for example gas, drainage, lifts, door entry systems) and sub-contractors (for example scaffolding, bricklaying and window fabricators).
- 1.11. Responsibility for the maintenance of LCC housing stock is shared between the tenant and LCC and detailed in the relevant tenancy agreement. Tenants are expected to keep the property in good decorative order and maintain garden areas.

2. Scope

- 2.1. This policy applies to the delivery of all Repairs and Maintenance obligations relating to LCC rented housing stock, communal areas, leasehold properties, garages, commercial properties, and community centres.
- 2.2. This policy will comply with the landlord's responsibilities and obligations specified within the appropriate tenancy agreement.
- 2.3. This policy will cover how LCC will respond to customer repairs requests which are the responsibility of LCC to undertake. It is therefore imperative that all staff involved in processing and undertaking repair requests understand both the landlord and tenant obligations specified within individual tenancy agreements
- 2.4. LCC will ensure a prudent planned approach to repairs and maintenance of its homes and will aim for a balance of responsive and planned works to achieve better value for money.

3. Regulatory Standards, Legislation and Guidance

- 3.1. LCC must ensure it complies with a range of Legislative and Regulatory standards in particular the Regulator of Social Housing's Regulatory framework and consumer standards for social housing in England.
- 3.2. In addition, LCC must ensure it complies with:
 - Homes (Fitness for Human Habitation) Act 2018 – in particular, S9A which states a home “Is fit for human habitation at the time the tenancy is granted or otherwise created, including any common parts of the building” and “Remains fit for human habitation throughout the term of the tenancy”.
 - Landlord and Tenant Act 1985 S11
 - Defective Premises Act 1972
 - Housing Act 2004

- The Environmental Protection Act 1990
- The Health and Safety Act 1974 and supporting codes of practice.
- The Party Wall Act 1996
- Gas Safety (Installation and Use) 1998 and Amendment 2018
- The Secure Tenants of Local Housing Authorities (Right To Repair) 1994

3.3. The principal guidance applicable to this policy is:

- A Decent Home – The Decent Homes Standard requires homes to be in a reasonable state of repair, have reasonably modern facilities and services, and provide a reasonable degree of thermal comfort. In February 2023 the Government stated its intention to reform and improve the quality of social housing. LCC will ensure this policy reflect any subsequent changes to this standard.
- Safety and Quality Standard
- HHSRS Guidance for Landlords and Property Related Professionals
- Construction (Design and Management) Regulations 2015

3.4. LCC will produce and publicise its Service Standards for the delivery of its repairs and maintenance service.

4. Principles

4.1. Reporting Responsive Repairs

4.1.1. A responsive repair can be defined as a request by a customer to respond to an unplanned repair request. Responsive maintenance is typically minor, low cost, “wear and tear”/damaged repair work anticipated to take **no more than 4 hours to complete**. Responsive repairs are therefore designated as either an Emergency, Urgent or routine repair. Any other works not meeting this definition should be programmed for completion at a future date

4.1.2. Under exceptional circumstances such as extreme weather conditions, government instructions (for example Covid) of events where emergency services are requesting support, the response times for responsive repairs may be implicated.

4.1.3. If responsive repairs are not dealt with promptly, they could compromise the customers reasonable enjoyment of the property or health and Safety

4.1.4. LCC provides a dedicated repairs service for its customers 24 hours a day, 7 days a week and 365 days year.

4.1.5. There are a range of options available for customers to report repairs. Ideally the first option detailed below is recommended to ensure as much information as possible can be captured during a telephone conversation with a trained member of our Customer Services Team.

The following options are available:

- By phoning **01524 582929** during 9:00am and 5:00pm weekdays (except Wednesday during the hours 10:00am and 5:00pm)
- If a repair is an emergency outside these hours, or on a public/bank holiday the number to call is 01524 67099. These calls will be responded to by the Council’s out of hours emergency call handling provider.

- By email to chreception@lancaster.gov.uk
- Report a repair online to: www.lancaster.gov.uk/housing/council-housing/repairs
- Direct to a member of staff

4.1.6. Customers may be advised when reporting a repair, it is their responsibility to undertake, or it may be explained that the repair may be rechargeable.

4.1.7. Customer Services Housing Assistants and RMS staff will use the National Federation Housing Schedule of Rates (SORs) for repairs ordering purposes. When diagnosing a repair staff will select the most appropriate SOR for a repair. This SOR will be linked to a repair priority and an estimated cost.

4.1.8. Benchmarking will periodically take place via the SOR provider to ensure costs being charged are aligned to other social housing sector clients using the same SOR. Further benchmarking relating to costs and performance will take place via an annual data submission to the Local Authority organisation APSE.

4.1.9. As laid out, in all cases when a repair is reported any vulnerabilities surrounding a resident in the home will be considered. In certain circumstances it will be appropriate or required to decant a household to ensure they have alternative accommodation whilst repairs are being undertaken. Housing Management Teams will be consulted in these cases and generally act as the first point of contact for residents.

5. Repair Priorities/Response Times

5.1. The time taken to respond to a repair is determined by the nature of the repair being reported and any specific needs/vulnerabilities of a customer. The impact on the environment or structure of a building is also a factor when determining a response time.

5.2. All repair requests will therefore be prioritised based on an assessment of the following criteria:

- Any Health and Safety risk to a customer/household members or property
- Any vulnerability issues of the customer/household members
- Customer availability for access and the location of the repair defect

5.3. Typically, the response time for each category of repair ensures consistency in delivery of an effective/efficient repairs and maintenance service. However, any category of repair can be escalated to a higher priority based on 5.2 above.

5.4. **Responding to reports of damp, mould or condensation / or other HHSRS hazards**– Lancaster City Council will ensure it fully complies with all Government Directives/changes in legislation, Housing Ombudsman recommendations, and the Regulator for Social housing with regards to timescales to pre-inspect and undertake any remedial works. In particular, Awaab’s Law which was initially introduced in the Social Housing Regulation Act 2023 and will require all registered providers of social housing to investigate and fix reported health hazards within specified timescales.

5.5. This policy will be reviewed/amended to reflect any explicit requirements when Awaab's Law becomes statute law (expected the latter end of 2024). This will be in advance of the planned policy review date to ensure these timescales are reflected in this policy and system amendments are made to incorporate any new repair priority required. Further guidance is detailed in Lancaster City Council Damp and Mould policy.

5.6. Repair response timescales

- Emergency – attend and make safe within 24 hours.
- Urgent – where appropriate an appointment will be offered and works undertaken within 7 calendar days.
- Right To Repair – an explicit requirement to complete certain repair types between 1 and 7 days.
- Routine – where appropriate an appointment will be offered and works undertaken within 28 calendar days.
- Programmed repairs – these will be programmed for completion where possible within 6 months of date of initial request.
- Major and minor disabled adaptations – these will be agreed in conjunction with the Occupational Therapist, Customer and contractor who will undertake the required works. Typically, these will be specialised works which include stairlifts, through floor lifts, wet rooms. Ramps and property alterations. Further information can be found in the Lancaster City Council Adaptations Policy.

6. Emergency repairs

6.1. This will be a repair that is required to remedy any immediate health, safety or security of a customer at risk or affects the structure of the property. Typical emergency repairs are detailed below:

- Loss of entire supply of electricity or water
- Loss of entire heating or hot water provision between 1st October – 31st March
- Loss of hot water facilities where the customer's health condition requires regular bathing and where there is no electric shower installed.
- A water burst or serious plumbing leak where the structure of the property is in danger of damage.
- Loss of gas supply or gas leak – these must be reported to **Cadent 0800 111 999 at any time.**
- Serious structural issues/storm damage
- Breach of security at a property
- Boarding up of broken windows
- Blocked toilet where only one toilet is installed in the property.
- Main drain to the property is blocked.
- Repairs to communal door entry systems where access is required.
- Out of service passenger lifts including stairlifts
- Customer locked out of home.
- Defective mains operated smoke alarm or carbon monoxide detector.
- Removing obscene or offensive graffiti

- 6.2. All of the above will be responded to by LCC or its approved contractors **within 24 hours of being reported. Note this list is not exhaustive.**
- 6.3. When responding to an emergency repair request the initial response may be to make safe or secure, and any such works should not take longer than 1 hour to complete. Where an emergency repair/situation has been made safe or secure further works may be undertaken as an urgent or routine work or it may be determined that further investigation is needed an inspection is required. This will be discussed with the resident and where required information shared with the Neighbourhood Management Team.
- 6.4. When responding to an emergency repair request the initial response may be to make safe or secure, and any such works should not take longer than 1 hour to complete. Where an emergency repair/situation has been made safe or secure further works may be undertaken as an urgent or routine work or it may be determined that further investigation is needed an inspection is required. This will be discussed with the resident and where required information shared with the Neighbourhood Management Team.
- 6.5. If in the event the volume of emergency repair requests reported during normal working hours (for example a significant number of requests due to severe weather conditions - burst pipes following frozen weather or roof repairs due to excessive wind) are not attended to, these will be reallocated to LCC out of hours repairs service
- 6.6. Certain repairs may be rechargeable – for example where a customer has stated they are. locked out of their home due to losing keys. Customers when reporting repairs will be advised based on the information provided that they may be recharged for the cost of works. Further guidance can be obtained in LCC Rechargeable Repairs policy.
- 6.7. Following concerns raised by the Housing Ombudsman Service in July 2024 any window repair that impacts on the tenants Health and Safety must be attended to and resolved as a priority. In the event a single, or whole house windows are required to be replaced as a priority and are not in an imminent planned programme these works will be procured at the time of pre-inspection and a suitable funding source identified to enable works to be completed as a priority.
- 6.8. Similarly, where a leak or burst has occurred in a property this must be attended to and resolved as an urgent repair. In the event a leak is coming from another property or flat above RMS must make all reasonable attempts to engage and communicate with the occupier who may not be aware their home is leaking into the one below. All available contact numbers and other forms of communication must be pursued by RMS to gain access. Once these attempts have been exhausted RMS must request assistance to gain access utilising Council Housing Emergency access procedure.

7. Urgent Repairs

- 7.1. These may be repairs to follow up work undertaken after an emergency repair, or they are less of a priority to complete than an emergency.
- 7.2. Typically, examples of urgent repairs are:
 - No electricity to part of home

- No water supply to part of home
- No heating or hot water during the period 1st April – 30th September
- Follow on repairs to a defective door entry system.
- Bannister or handrail that is loose or has come away from its fittings.
- Rotten timber flooring or stairs
- Water penetration or leaks
- Patch repairs to leaking roofs.
- Defective immersion heater
- Failure of staircase lighting in communal blocks of flats
- Defective cooker panel, socket outlet, lamp holder, switch (where no immediate danger)

7.3. LCC will aim to complete all urgent repairs within 7 working days. Note this list is not exhaustive.

8. Routine Repairs

8.1. LCC will aim to complete all routine repairs within 20 working days.

8.2. Typical examples of routine repairs are:

- Blocked or broken gutters and down pipes
- Refix a chimney pot or cowl.
- Refix or renew roof tiles, slates, covering.
- Repair or ease external and internal doors
- Repair or ease windows, frames, sills or fittings
- Replace rotten flooring.
- Replace or repair bath, wash hand basin, sink, wastes, taps or brackets, panels.
- Replace a toilet seat.
- Replace a hot water cylinder.
- Replace fireplace/surround or fittings.
- All plaster repairs.
- Reglazing
- Kitchen unit repairs

8.3. Any of the above repairs can be escalated to a higher priority based on the specific needs/vulnerability of the customer/household reporting the repair.

9. Programmed Repairs/Planned Maintenance

9.1. Typically, these will be large scale repairs which will not be undertaken on an ad-hoc basis. To ensure VFM repairs in this category will be batched for completion on a programme basis.

9.2. Examples of repairs in this category will include replacement fencing (for example more than one panel/post) whole house/extensive plastering repairs, rewiring, loft insulation and ad-hoc kitchen replacements (unplanned replacements) external doors and window replacement works. With the objective of achieving better VFM the service over the period of this policy will aim to transition to a more planned approach and less responsive service.

- 9.3. Programmed repairs are typically common to properties within a geographical area and are of a non-urgent nature. As such to achieve VFM they will be “batched” for completion under a future planned maintenance programme.
- 9.4. Programmes of work will also be developed based on the output from Stock Condition Surveys. These surveys will assist in identifying priorities of work and funding requirements over the life of the 30 - year Business Plan and is closely linked to developing LCC Capital investment programme.
- 9.5. In consultation with tenants and their representatives, certain types of repairs may be “batched” to achieve better Value for Money. This will support the transition of the repairs and maintenance service to become less responsive and provide services more strategically. This transition will be underpinned by the detailed analysis of stock condition survey data and the development of a more streamlined approach to service delivery where tenants will know with certainty when certain types of repairs will be undertaken.

10. Pre-Inspections

- 10.1. It is important that the correct diagnosis is undertaken at the initial point of call for a repair request. Where it is not possible to satisfactorily diagnose a repair request a pre-inspection will be arranged with a customer and an appointment offered.
- 10.2. The purpose of a pre-inspection will be to correctly diagnose a defect and the remedial works required. It will also assist to confirm if the repair is not due to normal “wear and tear” (and therefore where applicable rechargeable), or the repair is not LCC responsibility.
- 10.3. It is recognised that a pre-inspection may prolong the undertaking of a repair and result potentially in further deterioration of the defect. However, subject to the volume of pre-inspections the target time to complete will be 10 calendar days. Further details are specified in the Customer Service Standard documentation.
- 10.4. LCC will aim to reduce the volume of pre-inspections by providing key members of repairs ordering staff (Customer Services Housing Assistants) with improved on-line diagnostic tools, improved training and ongoing support.
- 10.5. Any repair requiring a pre-inspection will be appointed.

11. Appointments

- 11.1. A limited appointment system offers a range of options for customers when reporting a repair. Except for emergency and programmed repairs all other repair categories should be “offered” an appointment.
- 11.2. Appointment options are as follows:
 - Morning (Monday to Friday) – 8:30am to 12:00 midday
 - Afternoon (Monday to Friday) – from 12.00 midday to 4.30pm
 - School Run (morning Monday to Friday) 9:30am to 2:30pm

- All day/anytime (Monday to Friday)
- 11.3. It is intended that all repairs should where possible be completed Right First Time and on the first visit. If due to additional/unforeseen works, the works cannot be completed on the first visit further appointment(s) will be offered Where possible this appointment should be arranged whilst the operative is in the customers home prior to them leaving.
- 11.4. Existing appointments for one customer may need to be rescheduled due to the vulnerability of another customer. It is essential the communication process is undertaken by the Work Scheduling team to minimise the disruption/inconvenience for affected customers.
- 11.5. In the event of unforeseen circumstances – for example illness/absence of an operative, the Work Scheduling team will contact affected customers and rearrange accordingly.
- 11.6. Following a recommendation by the Council Housing Repairs Scrutiny Panel – options will be explored to offer appointment slots on a 2-hourly basis. The introduction of such slots will be dependent on existing system functionality for repairs ordering purposes.
- 11.7. Subject to existing system functionality tenants will receive a confirmation text message detailing date and time when they can expect to have their repair(s) undertaken.

12. Post Inspections

- 12.1. Following completion of repair works either by RMS or an external contractor a random selection of completed works (depending on the nature of works – drainage works will not be post inspected) will be post inspected by a Maintenance Inspector.
- 12.2. The purpose of the post inspection will be to ensure that:
- The repair requested has been completed.
 - The standard of works is of a high quality.
 - The quality of materials used is high quality and fit for purpose.
 - The amount of works claimed to have been undertaken has been completed.
 - The value of the works being charged/invoiced reflects the works that have been carried out.
 - Any additional (variations) to the original repair request have been carried out.
 - The customer is satisfied with the completed works.

13. Right to Repair

- 13.1. The Secure Tenants of Local Housing Authorities (Right To Repair) Regulations 1994 enables customers to invoke their Right to Repair if certain “Qualifying” repairs are not done within prescribed timescales and compensation can be claimed.
- 13.2. Only certain types of repairs are covered under the Right to Repair scheme. A repair does not qualify for the scheme if the estimated cost exceeds £250 or the Authority is not responsible for the repair. If a Qualifying repair is not completed within the prescribed timescale the customer can request another contractor to do the works. If a qualifying repair remains outstanding compensation can be claimed for each day up to a maximum of £50.
- 13.3. All Qualifying repairs detailed in the legislation have a timescale of either 1, 3 or 7 days to complete and are included in Emergency and Urgent categories of work.

14. Cancellation of Repair Requests

- 14.1. Repair requests will be cancelled if the works are no longer required, or the customer no longer requires the work to be undertaken.
- 14.2. Where a repair has been appointed and access is not gained the repair request will be cancelled and the customer will have to make a new request. A “No Access” calling card will be left advising the customer the repair will be cancelled.
- 14.3. Where a repair has been reported as an emergency the customer is expected to remain at home until the operative attends. If the customer is not at home when the operative attends the repair request will no longer be considered as an emergency and will be cancelled. The customer will be required to report the repair once again and could be recharged for the lost time incurred. Attending to no access repairs impacts on the service provided to other customers in a genuine emergency.
- 14.4. Where no appointment has been made and access is not gained the customer will be able to request a further visit within 7 days. Failure to contact will result in the repair being cancelled. These instances will be kept to a minimum.
- 14.5. Where the repair impacts on the structure or potential disrepair/health and safety risk and the customer fails to make contact to rearrange, additional attempts will continue to be made to gain access. Examples will include reports of damp or mould in the home. All attempts to gain access will be captured on operative’s PDAs and the data uploaded to Total Mobile in the event of any future disrepair claims. All reasonable attempts must be made to engage with the tenant prior to contacting Legal Services for advice regarding the “next steps” which could be a legal intervention/injunction for access.
- 14.6. If access is subsequently gained after the expiry of the target date for the repair this will impact on the overall performance (KPIs) for the service.
- 14.7. In the event access has not been gained to either pre-inspect or undertaken any repair relating to damp, mould, condensation or any HHSRS Category 1 or Category 2 repair the inspection or repair must not be cancelled. All reasonable attempts must be made to engage with the tenant prior to contacting Legal Services for advice regarding the “next steps” which could be a legal intervention/injunction for access.

15. Rechargeable Repairs

- 15.1. A separate policy/procedure exists for rechargeable repairs. A rechargeable repair is defined as a repair that is required where there has been deliberate damage or neglect by the tenant, their family or visitors to the home. The customer will be advised at the reporting stage or pre-inspection that the repair will be rechargeable.

16. Tenant Improvements and Alterations

- 16.1. Any internal or external works proposed to be undertaken by a customer must not commence without first obtaining permission

- 16.2. All requests to undertake improvements or alternations must not compromise the structure of the building or implicate the safety of occupiers. All requests to undertake an improvement or alteration must be made in writing
- 16.3. Any unauthorised tenant improvement which does not comply with current Building standards and impacts on the structure of the building, or the health and safety of occupiers must be restored to its original condition. The existing tenant or outgoing tenant will be recharged for the cost of reinstatement works.

17. Repairs to Commercial Properties – Shops

- 17.1. Property Team will be responsible for the letting and leasehold agreement for commercial premises. Leasehold agreements will be explicit with regards to the landlord and leaseholder's repairs and maintenance responsibilities
- 17.2. Any repairs which are determined by the Property as being the landlord's responsibility will be notified to the Customer Services Team to be processed. The categorisation and undertaking of these repairs will follow the same process as outlined in this policy document unless advised otherwise by the Property Team.
- 17.3. All commercial properties should be included in any proposed capital investment programmes of work when they are planned to be undertaken. Any investment works will be in accordance with the landlord responsibilities detailed in the leasehold agreement.

18. Repairs to Leasehold Properties

- 18.1. Leaseholders will be required to contribute annually to the upkeep (cleaning, maintenance) of the building where their flat is located by way of a service charge. Typical items which will be charged for annually may include (this list is not exhaustive) drains, communal doors, roof/structure TV reception systems, lifts. These charges will be apportioned based on the number of properties in a building.
- 18.2. Leasehold properties will be included in any planned maintenance programmes of work. These may include replacement roofs, windows, render, brickwork, communal door replacements. Where the estimated value of any item of work is likely to exceed £250 a S20 consultation process will need to take place. A separate policy/procedure provides guidance staff who will be required to undertake Section 20 consultation with leaseholders.

19. Repairs to Right to Buy Properties (RTB)

- 19.1. Only those repairs which do not affect the valuation of a property will; be undertaken. These will typically be emergency repairs or repairs that impact on the health and safety of occupiers. Prior to attending to any repair other than an emergency consultation should take place with the legal Services Team and Property services.
- 19.2. Whilst a property status remains RTB and is included in a proposed planned maintenance programme (for example a replacement kitchen or roof renewal) it will be removed. No works

are to take place which may impact the property valuation unless the tenant withdraws their RTB.

20. Performance Monitoring

- 20.1. Repairs performance data across a range of KPIs will be reported monthly to Housing and Property Services Management Team. Corrective action will be taken by Repairs and Maintenance Service Managers in the event performance targets are not being attained.
- 20.2. Performance data will be provided externally for example to Housemark and APSE to ensure the service is being benchmarked with other repairs service providers. Monthly performance data will also be shared/discussed with Repairs and Maintenance Services staff on a regular basis via “Toolbox Talks”.
- 20.3. Repairs and Maintenance Service Managers will attend the Tenants Voice when required. Updates will be provided for example relating to future years proposed programmes of work, changes to agreed standards (for example the Lancaster Standard, Void Lettable Standard) and consulting on any proposed changes to components used in tenants’ homes.
- 20.4. On a weekly basis the Customer Services team will undertake a phone satisfaction survey. Tenants will be contacted who have had a repair completed the previous week and a measure of satisfaction obtained. In the event a tenant is dissatisfied with the standard of repair or any other issue this must be notified to the RMS Work Scheduling team to raise with the appropriate RMS Manager and resolve to the tenant’s satisfaction at the earliest opportunity. Where required this will follow the complaints process.
- 20.5. It is essential that tenants are kept fully up to date with the progress of their repair request. In the event there is an absence of operative/sub-contractor resources or materials the tenant must be notified. An explanation should be provided by the appropriate RMS Manager and an estimated date/time when the repair will take place.

21. Redecoration Works

- 21.1. Void properties - redecoration works will be undertaken to facilitate the letting of specific void properties based on the property condition, and the ability of the incoming new tenant to decorate. In the majority of cases the incoming new tenant will be provided with “Decoration Vouchers” with an explicit monetary value calculated on a room-by-room basis for a void property. These vouchers can be used at suppliers who have agreed to accept them in exchange for decorating materials and sundry goods (brushes, paint trays etc).
- 21.2. Tenanted properties – generally redecoration works will not be undertaken on behalf of the tenant. However, in the event intrusive repair works have been undertaken for example a Damp proof course, whole room replastering, rewiring – redecoration works may be undertaken, or redecoration vouchers issued. The decision to issue vouchers or redecorate on behalf of the tenant will consider the ability or vulnerability of the tenant.
- 21.3. Planned Works – these are typically kitchen or bathroom replacement works. Upon completion decoration vouchers are to be provided as above to the tenant.

22. Communication and Publicity

- 22.1. It is likely that on occasion some repairs may exceed their target completion date. This may be due to a combination of factors including volume of works, lack of resources, materials or problems gaining access to undertake works. Where there are delays in undertaking works, RMS will communicate with tenants, apologise for the delay and provide an estimated timescale when works will be expected to commence.
- 22.2. A repairs booklet will be devised and made available to existing and new tenants. This booklet will provide an overview of the repairs and maintenance service provided, and a range of diagrams of typical components in a home to aid tenants when reporting repairs. Opportunities will also be provided for tenants to send/upload images of a defect in their homes to support accurate repairs diagnosis and subsequent response.

23. Review of this Policy

- 23.1. This policy will be reviewed by the proposed date detailed. However, to reflect any changes in Legislation, Regulations, Directives or best practice this policy will be reviewed when required to ensure it remains fit for purpose and fully compliant.