# Repairs and Maintenance Policy

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| Policy Owner | Executive Director of Homes and Property |
| Approval Level | Board |
| Resident Input | Customer Experience Committee, Joint Residents Group |
| Policy Review Due | September 2029 |
| EIA Date | September 2026 |
| Linked strategies/policies | Asset Management Strategy; Carbon Reduction Strategy; Damp and Mould Policy; Empty Homes Policy; Recharge Policy; Complaints Policy; Fire Safety Policy; Building Safety Policy; Gas Safety Policy; Electrical Safety Policy; Resident Engagement Strategy; Growing Talent through Professional Development, Managing Unacceptable Behaviour Policy |
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## 1. What this policy is for

1.1 This policy explains how Southway Wythenshawe Homes will provide responsive repairs, planned and cyclical maintenance services that keep homes and communal areas safe, secure, well maintained and fit for habitation.

1.2 Through this policy Southway Wythenshawe Homes will:

- Meet all legal, regulatory, contractual, and tenancy obligations, including the Safety & Quality Standard.
- Provide a high-quality, effective and customer focused repairs service
- Deliver an accessible service.
- Proactively identify and respond to hazards and safety risks quickly.
- Clearly explain Southway Wythenshawe Homes's repair responsibilities and what customers' responsibilities are.
- Keep customers informed and up to date.
- Use customer feedback, inspections, and performance data to improve quality and value for money.

## 2. Who this policy applies to

| Group | Coverage |
|---|---|
| Customers | Tenants, leaseholders, shared owners, market rent customers, and freeholders where relevant. |
| Homes and places | Rented, leasehold and shared ownership properties where Southway Wythenshawe Homes has a repairing obligation; communal areas, garages, external areas, offices, community buildings, and commercial premises owned or managed by Southway Wythenshawe Homes where relevant. |
| Work types | Responsive repairs, surveying and diagnosis, planned and cyclical maintenance, improvement programmes, component replacement, hazard remediation. |

2.1 Specialist areas have separate policies which include:

Damp and mould, Housing Health and Safety Rating System, Gas, Electrical, Asbestos, Water, Lifts, Fire, Building Safety, Equipment and Adaptations, and Empty Homes.

## 3. Regulation and Legal Requirements

3.1 This policy supports compliance with:

- Housing Act 2004 including the Housing Health and Safety Rating System and Decent Homes Standard.
- Homes (Fitness for Human Habitation) Act 2018.
- Social Housing (Regulation) Act 2023 including Awaabs Law.
- Landlord and Tenant Act 1985 and relevant repairing obligations.
- Equality Act 2010.
- Health and Safety at Work etc. Act 1974.
- Regulator of Social Housing Consumer Standards, and specifically the Safety and Quality Standard.
- Right to Repair requirements when applicable.
- Housing Ombudsman Complaint Handling Code and the Pre-Action Protocol for applicable Housing Conditions Claims.

## 4. Risk Management

4.1 Risks to the safe delivery of the Repairs service will be closely monitored and managed. Annually, the Southway Wythenshawe Homes Board will review the level of risk for the organisation through its corporate risk register and assess and agree on the approach that should be taken for the service.

4.2 We will actively ensure that we:

- Protect customers from serious injury and harm
- Comply with regulatory standards, law, and legislation

## 5. Landlord Responsibilities

5.1 We will:

- Maintain the structure and exterior of our homes.
- Maintain communal areas, including decoration.
- Maintain installations that we are responsible for.
- Complete repairs in line with legal requirements.

This includes:

- Roofs, walls, windows, doors.
- Gutters, drains, and external structures.
- Heating, gas, electrical, and water installations.
- Kitchens, bathrooms, and toilets.
- Lifts, alarms, and fire safety systems.

We will make good internal decorations to areas affected by repair work.

**Proactive repair and hazard management**

5.2 We will:

- Respond to issues reported by customers, colleagues, contractors etc.
- Investigate hazards and repairs.
- Prioritise work based on risk.
- Consider known & shared customer needs.
- Make homes safe and comfortable as quickly as possible.
- Keep customers informed.

**HHSRS including Damp & Mould**

5.3 Damp & Mould including HHSRS hazards are covered by a separate specific policy due to the specific requirements of Awaabs Law and commitment made by Southway Wythenshawe Homes to these types of repairs &

hazards. This policy remains relevant due to the interdependency of repairs with hazard management.

**Planned and cyclical maintenance**

5.4 We will:

- Deliver planned investment programmes to replace key building components in line with our published improvement plans.
- Carry out cyclical maintenance including servicing, inspections, follow on work and exterior decoration.
- Maintain the long-term quality, safety, and decency of our homes.

**Repair categories and target timescales**

5.5 Repairs will be prioritised according to risk, urgency, and impact. Southway Wythenshawe Homes will use the following repair categories, target completion timescales, and definitions:

| Repair category | Target Completion | Definition and examples |
|---|---|---|
| **Emergency repair and HHSRS high or Category 1 emergency hazards** | Make safe within 24 hours of being reported and Southway Wythenshawe Homes being aware | Repairs that pose an immediate risk to the health and safety of customers, visitors, colleagues or members of the public, or are likely to cause significant damage to the property if left unattended. Examples include severe water leaks, complete loss of electrical power, serious security breaches, gas escapes. Hazards identified under the Housing Health and Safety Rating System (HHSRS) that present a serious and immediate risk to health and safety and require emergency intervention. |
| **Out of Hours repairs** | From 17.30 (Southway) and 18.00 (WCHG) – 06.00 Mon- Fri<br>24 hours weekends and Bank Holidays | Critical emergencies – total power failure, lift or stairlift breakdowns, heating, and hot water failures if there is a severe medical need that specifically requires heating or hot water. The initial response may be a temporary action to make it safe, followed by permanent repair/replacement. |

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|---|---|---|
| **Urgent repair and HHSRS medium or Category 2 urgent hazards** | Within 5 working days of being reported and Southway Wythenshawe Homes becoming aware | Repairs that are not emergencies but require prompt attention to prevent a risk to health and safety, significant deterioration of the property, or substantial inconvenience to customers. Examples include partial loss of electrical supply, running overflows, minor leaks, and defects that may worsen if not addressed quickly. Hazards that present a significant risk to health and safety but do not require an emergency response. These hazards require urgent remediation to prevent escalation or repairs that are prioritised to meet a specific customer need. |
| **Non-urgent or routine repair and HHSRS low or Category 2 non-urgent hazard** | Within 20 working days of being reported and Southway Wythenshawe Homes becoming aware | Repairs that need to be completed to maintain the condition and functionality of the home but do not pose an immediate risk to customers or the property. Examples include plaster repairs, joinery repairs, easing doors, repairs to kitchen units and other general maintenance works. Hazards that present a risk to health and safety but do not require an emergency response. These hazards require urgent remediation to prevent escalation |
| **Major repair** | Complete within 60 working days of being reported. | Complex or specialist repairs that may require multiple appointments, several trades, specialist materials or significant preparation works. Examples include extensive plastering, floor replacements, damp proofing works, structural repairs and other larger scale remedial works. |
| **Planned, maintenance/ cyclical repairs** | Completed in line with investment plans. | Programmed works undertaken to maintain, replace or improve building components and ensure homes continue to meet safety, quality and decency standards. Examples include replacement kitchens, bathrooms, roofs, windows, doors, external decorations, and energy efficiency improvements. (Customers must be informed when provided this response category) |
| **Inspections** | Complete within 10 working days of being reported. | Visits carried out by a surveyor or other suitably qualified colleague to diagnose defects, assess risk, determine responsibilities, specify remedial actions, and identify the most appropriate repair solution. |

5.6 If we cannot complete the repair on the first visit, we will make sure the property is safe. We will also explain what will happen next and when the remaining work will be completed.

5.7 We will prioritise repairs according to the risk posed to customers, the potential for further damage to the property, and any known customer support needs.

5.8 There are some circumstances where we will restrict the repairs service that we offer to emergencies only and make the property safe. These include:

- When the property is being bought under Right to Buy or Right to Acquire.
- When a Notice to Quit has been served.

5.9 We may also refuse non-emergency repairs:

- When access is being refused for essential health and safety work.
- Where members of the household or their visitors have been violent.

**Inspections and diagnosis**

5.10 Southway Wythenshawe Homes may arrange an inspection when:

- The problem needs a technical diagnosis.
- The customer needs help to report the problem.
- The responsibility for the repair is unclear.
- Several trades are needed, or complexity arises.
- An earlier repair has not solved the problem.

5.11 Surveyors will explain the diagnosis, the work required, and the next steps.

**Reporting repairs and appointments**

5.12 Customers can report repairs by telephone, on the web site, or through colleagues, contractors or other third parties who visit their home. They can also use self-serve options through the Customer App.

5.13 When you contact us, we will:

- Explain the repair category.
- Explain the expected completion timescale.
- Offer a convenient appointment where needed.

- Keep customers up to date if things change or work is delayed, for example if specialist inspection is needed, or follow-up work is needed.

5.14 We will continue to review the range of appointments we offer based on customer feedback and satisfaction results.

**Access**

5.15 Customers must provide reasonable access for inspections, servicing, and repairs. When access is refused:

- We may cancel the repair or survey and inform the customer.
- We may recharge costs where appropriate.
- We may take legal action if the work is needed to protect health, safety, or property standards.

**Customer responsibilities and support**

5.16 Customer repair responsibilities are listed in the tenancy agreement or lease, and details are also provided on our website. Customers are responsible for:

- Reporting repairs promptly.
- Providing access to Southway Wythenshawe Homes.
- Keeping homes clean and ventilated.
- Maintaining gardens where required.
- Replacing light bulbs, batteries, plugs, and fuses.
- Clearing blockages in sinks, basins, baths, and showers.
- Looking after customer-owned appliances, fittings, aerials, dishes, locks, and improvements.
- Replacing lost keys.
- Damage caused by the customer, household members, or visitors.
- Internal decoration and filling plaster cracks.
- Moving personal belongings to allow work to be completed (help can be provided if needed).

5.17 We will consider reasonable adjustments and providing support for customers. More details about repair responsibilities are on our website.

### Rechargeable repairs

5.18 We may recharge customers when:

- The repair is a customer's responsibility.
- Damage is caused deliberately or through neglect or misuse.
- Appointments are repeatedly missed.
- Unauthorised alterations need correcting.
- The property is left in an unacceptable condition.

5.19 Before recharging we will:

- Explain why the charge applies.
- Explain the likely cost.
- Provide a complaint/appeal route.

5.20 We may apply discretion and choose not to recharge in some circumstances. Examples include damage caused by a perpetrator of domestic abuse and/or considered criminal damage caused by a third party. Such cases will be treated fairly and sensitively although crimes must be reported to the police and reference numbers shared with Southway Wythenshawe Homes.

### Alterations and improvements

5.21 Customers must get our written permission before making any alterations or improvements to their home. We will provide permission if this is reasonable and aim to provide a response to any request within 28 days.

5.22 Any work carried out must meet legal, safety, and quality requirements and be completed by appropriately qualified people.

5.23 Customers are responsible for maintaining their improvements and for putting right unauthorised or defective work. Southway Wythenshawe Homes may recharge the reasonable cost of corrective work during or at the end of the tenancy.

**Right to Repair and Disrepair**

5.24 We will explain when the Right to Repair scheme applies, and customer rights if a qualifying repair is not completed within the required timescale.

5.25 We will manage customers' disrepair claims against us, in line with the Disrepair Protocol and the Landlord and Tenant Act 1984. Customers who take disrepair action will continue to receive services provided under this policy.

**Conduct**

5.26 Colleagues and contractors will always treat customers and their homes with respect, work safely, and leave the work area tidy.

5.27 All contractors will comply with the Southway Wythenshawe Homes Contractor Code of Conduct.

## 6. Quality Assurance

6.1 To monitor the quality and value for money of service delivery we will:

- Complete a minimum of 2% post-inspections of completed repairs.
- Gather customer satisfaction feedback.
- Complete benchmarking against other housing providers and review this.
- Monitor service trends and review productivity.
- Look across data sets (triangulate) and use this to plan for future investment priorities.

6.2 Customers can complain about the services provided under this policy through our Complaints policy. More details about complaints, appeals and contacting the Housing Ombudsman are on our website.

## 7. Equality, Diversity, and Inclusion

7.1 Southway Wythenshawe Homes will provide fair and inclusive services and will not discriminate unlawfully. We will consider known individual

circumstances when assessing repair risk, prioritising work and arranging access.

7.2 An Equality Impact Assessment (EIA) was completed 24/08/2026. The actions from this are:

| Action | Policy Change |
|---|---|
| 1 | Provide reasonable adjustments such as alternative communication methods, additional appointment support, different access arrangements, or proportionate changes to service delivery.<br><br>Customers can request a reasonable adjustment at any point during service delivery |
| 2 | Provide this policy in other formats, including large print, Easy Read, Braille, audio, and other languages. |

## 8. Who is responsible

| Officer / Group | Responsibility |
|---|---|
| Southway Wythenshawe Homes Board | Approve this policy, set strategic priorities, and receive assurance on delivery and risk. |
| Assets and Growth Committee | Review performance, customer outcomes, safety, and assurance. |
| Executive Board | Monitor compliance that the policy is being achieved |
| Senior Leadership Team | Review the quality of performance being achieved |
| Executive Director of Homes and Property | Policy owner, strategic leadership, ensures implementation. |
| Assistant Director of Property, Heads of Assets and Repairs | Manage delivery, risk, resources, and performance |
| Operational and Programme Managers | Plan, manage and monitor delivery of repairs, maintenance, investment, and contractors. |
| Colleagues, in-house technicians, and contractors | Deliver a safe, competent, and respectful service |
| Customer support and resident engagement teams | Support access, communication, reasonable adjustments, customer influence, and feedback. |
| Customers | Report issues promptly, provide access, prevent avoidable damage, and meet the responsibilities in their agreement. |

## 9. Competence and training

9.1 We will provide colleagues with training and professional study, and make sure mandatory training and qualifications are completed and kept up to date.

9.2 We will check that all contractors hold and can evidence certification of all relevant qualifications and accreditations, when procured and then annually.

## 10. Customer Communication and Customer Voice

10.1 We will provide customers with clear information about investment, repairs, and maintenance, and support anyone who needs help to understand our policy.

10.2 We will publish information and customer feedback through newsletters and on our website.

10.3 To deliver the best service that we can, we need to know what our tenants think about them. That's why we actively encourage people to share their views, experiences, and ideas to help us improve the services we provide.

10.4 This includes giving feedback on the quality and care taken on the repairs we have carried out through satisfaction surveys and questionnaires and getting involved in one of our groups that review services.

## 11. Customer Care

11.1 At Southway Wythenshawe Homes, repairs aren't just about fixing things – they're about looking after you and your home. We will always:

- Carry Southway Wythenshawe Homes ID badges, so you know who we are.
- Treat you with respect and be polite, professional, and approachable.
- Explain what we're doing and why, so you're never left guessing.
- If you'd like us to, we'll pop on foot coverings to keep your home clean.
- We'll take care of your space and leave it tidy when we're done.

## 12. Monitoring and Reporting

12.1 We will regularly report on and publish repairs performance to customers, and through our governance structures including our Customer Experience and Assets and Growth Committees and the Board.

12.2 Reporting will include current performance, any risks, and improvement actions required and the following KPI's:

- % Repairs completed within target timescale (emergency, routine and urgent)
- % Repairs completed on first visit
- Average days to complete a repair
- Average number of repairs per property
- Average cost of repair.
- %age of homes meeting decent homes standard
- %age of stock with a stock condition survey
- Number and type of reported Housing Health and Safety Rating Hazards.

12.3 Customer satisfaction will be measured and reported in line with the Tenant Satisfaction Measure 2 – Satisfaction with Repairs and through transactional satisfaction after a repair is completed

12.4 The Repairs and Maintenance policy will be reviewed and approved by the Board every three years. The Customer Experience Committee will oversee customer engagement and influence of each policy review, and the Assets and Growth Committee will receive updates on the delivery of this policy.

## 13. Glossary

| Word | Definition |
|---|---|
| Awaab's Law | Legal requirements and timescales for investigating and fixing specified hazards in social rented homes. |
| Cyclical maintenance | Work repeated at an agreed frequency, such as servicing, inspection, or external decoration. |

| | |
|---|---|
| Emergency repair | A repair that presents an immediate risk to health, safety, security, or property. |
| HHSRS | Housing Health and Safety Rating System, used to assess hazards in customers' homes. |
| Major repair | Complex or specialist work that may need several trades or visits. |
| Planned investment | Programmed work to replace or improve parts of a home. |
| Pre-inspection | A technical visit to diagnose the problem and assess risk, |
| Rechargeable repair | Work for which the customer may be charged. |
| Reasonable adjustment | A change to help the customer access the service fairly. |
| Right to Repair | A legal scheme for certain qualifying repairs. |
| TSM | Tenant Satisfaction Measure set by the Regulator of Social Housing. |