RELIANCE SOCIAL HOUSING
GENERATE | ACQUIRE | DEPLOY



Policy Control	
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Policy Owner	Chief Operating Officer
Author	Support Solutions Ltd
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Repairs & Maintenance Policy – Supported Accommodation

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Reliance Social Housing will provide this policy, on request, at no cost, in large print, in Braille, in audio or other non-written format, and in a variety of languages

Repairs & Maintenance Policy & Procedure

Executive Summary

Reliance Social Housing can achieve high levels of customer service satisfaction and monitor the performance of the repairs service to seek continuous improvements, providing an efficient, prompt and cost-effective maintenance of the housing stock.

1.0 Maintenance Statement

1.1 Reliance Social Housing pledges to maintain all its properties over and above the statutory legal requirements to the benefit of both the organisation and residents. Reliance Social Housing also pledges that all repairs will be cost effective and in line with needs of our residents and per exempt housing benefit regulations.

1.2 Reliance Social Housing is committed to providing an excellent repairs and maintenance service to ensure the satisfaction of our customers, fulfil our statutory obligations, protect the value of our housing stock and offer Value for Money.

The overall aim of this Policy is to contribute to the efficient and effective maintenance of the housing stock.

2.0 Objectives of Reliance Social Housing Maintenance Policy

2.1 The key objectives of our maintenance policy are in line with current best practice and include but not exclusively; to comply with legal obligations, maximise the life of our stock, achieve high standards of customer care and satisfaction, achieve value for money, provide a prompt, efficient and effective service, to minimise expenditure on responsive repairs, minimise the level of emergency repairs, ensure we have an effective procurement and contractor management strategy and involve tenants in decision making about the service

2.2 The objectives of this Policy are:

To provide an efficient, prompt and cost-effective repairs and maintenance service which is easily understood.

To promote understanding of which repairs we are responsible for and which are the responsibility of the resident.

To achieve high levels of customer service and customer satisfaction.

To monitor the performance of the repairs service to seek continuous improvement.

To provide a service which reflects our commitment

3.0 Our Responsibilities

3.1 We will keep in repair the structure and exterior of your home (including drains, gutters and external pipes). We will keep in repair and proper working order the

installations in your home for the supply of water, gas and electricity and for sanitation including basins, sinks, baths and sanitary conveniences.

3.2 We will keep in repair and proper working order the installations in your home for heating and heating water.

3.3 We will keep in good repair any furniture we provide to you within the property communal areas and your room.

4.0 Your Responsibilities

4.1 You will take due care and attention not to cause any damage to our property or the furniture provided.

4.2 You will report any damage or repairs at the earliest opportunity.

4.3 You will ensure your own belonging and equipment is in good working order and does not pose a risk to the property or those residing or visiting the property.

5.0 Legal & Statutory Requirements

5.1 This policy complies with the Home Standard in maintaining their homes and will comply the legal and regulatory expectations outlined in the following:

- RSH Tenant Involvement standard
- Disrepair – Landlord and Tenant Act 1985 S11
- Vandalism – OFT tenancy guidance 2005
- Insurance – Occupier Liability Act 1957
- Repairs – Defective Premises Act 1972
- Gas – Gas Safety (Installation & Use1998)
- Statutory Nuisance – Environmental Protection Act 1990
- Electrics – Electrical Safety regulations 1994
- Control of Asbestos Regulations 2012
- Fire Safety – Regulatory Reform Order 2005
- Standards – Housing Health & Safety Rating System 2004

5.2 Below is a list of some of the legal and statutory obligations that Reliance Social Housing adheres to in formulation of its policy on maintenance. The list, which is not exhaustive, is obviously subject to change with new legislation which Reliance Social Housing will always keep abreast of

Statute	Obligation
Landlord Tenant Act 1985 s11	Implied covenant of repair which requires landlords to; · Keep in repair the structure and exterior of the dwelling house including drains, gutters and external pipes. · Keep in repair and proper working order installations for the supply of water, gas and electricity and installations for sanitation, space heating and heating water
Landlord and Tenant Act 1985 s.11(1A) (tenancies let after 15 Jan 1989)	Extends the repairing obligation to common parts of building, of blocks off lats including lifts, communal lighting or central boilers which serve more than one dwelling
Landlord and Tenant Act1985 s11 (6)	Implied covenant permitting the landlord or its agent to enter the dwelling at any reasonable time in order to view the condition and state of repair, provided that the occupier is given at least 24 hours written notice.
Housing Act 1985 s96 2004	Introduced and extended the Right to Repair scheme
Defective Premises Act 1972	The Landlord has a duty of care; To prevent injury to people or damage to their property which might be caused by relevant defect
Occupiers Liability Act 1957	The landlord has a duty to ensure that all visitors will be reasonably safe when using the common parts for the purpose for which they were invited.
Environmental Protection Act 1990 s79-82	Provides for legal remedies to statutory nuisance where; premises are in such a state to be prejudicial to health ora nuisance' defined as premises which are "injurious or likely to cause injury to health".
Gas Safety (installations and Use) regulations 1998	Landlords must; • Ensure that only persons approved by Health & Safety Executive may carry outwork on gas fittings (i.e. such a person must be C.O.R.G.I registered) • Not permit agas appliance to be used if he/she knows or suspects it to be unsafe or in adequately ventilated. • Undertake an annual safety check by an approved person on pipework and appliances owned by them Keep records of all inspection defects and actions taken

6.0 Repairs Categories

6.1 Emergency Repairs
A repair is treated as an emergency if there is a threat of it causing death or injury. It is also an emergency if there could be major damage to the property, flooding, major electrical fault or heating or hot water failure.

7.0 Routine Repairs

7.1 These are classed as non-urgent work where the repair does not cause immediate inconvenience or pose any danger.

8.0 Access

Reliance will access the property as and when necessary to carry out repairs, this can be without notice as per your license agreement Where works are deemed to cause disruption to your personal space such as your room where possible notice will be provided and a mutually agreed time arranged.

8.1 Reliance will respond to repairs as outlined in the table below:

CAT 1
Hazards classified as category 1 are those that are thought to present the greatest risk to occupants' health and safety. These dangers can include environmental problems like extreme moisture and structural problems like falling roofs. The primary characteristic of Category 1 hazards is their immediate and severe threat to life and well-being.

CAT 2
Category 2 risks aren't as urgent as Category 1 hazards, they nevertheless raise serious issues that could endanger occupants' health and safety. These could be things like dim lighting, or little electrical problems.

Hazard Category	Band	Hazard Description	Remedial timeframe	Risk Elimination
CAT 1	1	Fire Panel / Systems	Up to 48 hours	Rehouse tenant/s
	1	Smoke detector / CO2 detector / Fire blanket		
	1	Emergency Lights		
	2	Major Damp & Mould		
	2	Major Pest infestation		
	3	Doors (inc. Fittings) - Major defect		Rehouse effected tenant
	3	Architraves - Major defect		Rehouse effected tenant
	3	Ceiling - Major defect	7 days	Rehouse effected tenant
CAT 2	1	Fire escape route / signage	5 days	
	2	Minor Damp and Mould	5 days	
	2	Minor Pest Infestation	5 days	
	2	Plumbing / Drainage	14 days	
	2	Electrical components & Wiring	14 days	
	2	Security	14 days	
	2	Roof	28 days	
	3	Doors (inc Fittings) Minor defect	5 days	
	3	Architraves - Minor defect	5 days	
	3	Bathroom W/C	7 days	
	3	Brickwork & External wall - Major defect	14 days	
	3	Floor internal (Major defect)	14 days	
	3	Floor External (Major defect)	14 days	
	3	Ceiling - Minor defect	14 days	
	3	Skirting - Major defect	14 days	
	3	Stairs	14 days	
	3	Curtains / Blinds	14 days	
	3	Perimeter fencing	28 days	
	3	Trees	28 days	
	3	Rainwater goods	28 days	
	3	Brickwork & External wall - Minor defect	28 days	
	3	Garden	28 days	
	3	Floor (Internal) - Minor defect	28 days	
	3	Floor (External) - Minor defect	28 days	
	3	Skirting - Minor defect	28 days	
	3	Window	28 days	
	3	Furniture	28 days	
	3	Stairs Staircase / Banister	28 days	

9.0 Reporting Repairs

9.1 Repairs in the first instance will most likely be reported by residents. Repairs can also be notified by members of housing management staff, contractors, and any other concerned party such as a neighbor. Repairs can be notified in as many ways as possible, in order to make our services more accessible, but repairs will most probably be notified through our managing agents by telephone, in person, by letter, or email.

9.2 How to Report Repairs:

- Directly with your Managing Agent by telephone using the number provided on your notice board in the communal area and in your welcome pack. Here you will also find the out of hours emergency repair number.
- Face to face with your support work and or housing manager. In writing via email to your managing agent or directly to Reliance Social Housing at tssqueries@reliancehousing.co.uk

10.0 Cyclical Repairs & Maintenance

10.1 The safety and well-being of our tenants is a fundamental objective. We will undertake periodic quarterly inspections and testing within all areas of our homes. Any works identified will be carried out.

10.2 Reliance will maintain carry out annual cyclical inspections and testing of all health and safety components within homes, including gas heating systems, electrical circuits, lifts etc. in accordance with current legislation, Health & Safety guidelines and other appropriate industry standards.

10.3 Properties included: Properties which Reliance Social Housing have a lease or management agreement obligation which place an all- encompassing maintenance responsibility.

11.0 Aids & Adaptation

11.1 Reliance Social Housing offers minor aids and adaptations to residents living in supported accommodation.

12.0 Minor Aids and Adaptations

12.1 We can arrange minor adaptations quite quickly. You can request the changes yourself or be referred by a family member, a support worker or your GP. Minor adaptations include things such as:

Grab rails

Stair bannisters rails

Lever taps.

13.0 Major Aids and Adaptations

13.1 You must make any requests for major adaptations to your Local Authority's Social Services Occupational Therapy Team. The alterations cannot be structural, such as through-floor lifts or extensions. Reliance will not fund any major aids and adaptations works.

14.0 Home Improvements

14.1 Providing something new or upgrading what is already there, these are large replacement items such as kitchen renewals, windows replacements, retiling roofs, etc. They enhance the quality and value of the building and improve the living conditions in the properties. Examples of replacement/ improvement items and possible life spans include the following:

Kitchen Units	20 years
Bathroom fittings/suite	20 years
Roof	20 years
Central heating systems	15years
UPVC windows	20 years

14.2 Properties included: Properties which Reliance Social Housing have a lease or management agreement obligation which place an all- encompassing maintenance responsibility.

Reliance Social Housing or its managing agents shall select the appropriate contractor to carry out repair

15.0 Monitoring and Review

15.1 This policy will subject to annual review by the Tenant Support Department unless changes in legislation require immediate action to be taken. Any changes to the policy will be subject to approval by the Board.

Version No.	Changes	Made by	Date
1	None – original version	n/a	April 2024
1.1	Format only	Company Secretary	July 2026