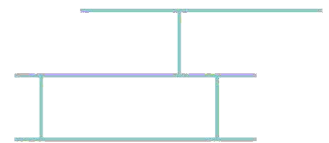
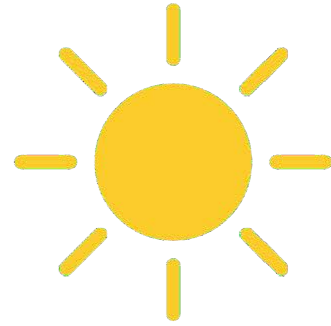


Plus Dane Housing

# Repair & Maintenance Policy

December 2025  
NEI-POL-118-06



1.	Policy Statement .....	3
2.	Policy Aims.....	3
3.	Links to Corporate Plan.....	4
4.	Key Policies Definitions.....	5
5.	Roles & Responsibilities.....	5
6.	Reporting a responsive repair .....	6
7.	Our Repair Priorities and Response Times .....	7
6.	Appointments .....	10
7.	Pre-Inspections .....	11
8.	Completing repairs .....	11
9.	Post Inspections.....	12
10.	Defects .....	12
11.	Garage repairs.....	12
12.	Damp & Mould (D&M) .....	12
13.	Communal repairs .....	14
14.	Access for works .....	15
15.	Customer Responsibilities .....	15
16.	Right to Buy, Right to Acquire and Right to Shared Ownership. ....	16
17.	Relocation of Customers .....	16
18.	Disrepair .....	16
19.	Health and safety.....	17
20.	Insurance.....	17
21.	Vulnerable customers .....	17
22.	Adaptations.....	18
23.	Rechargeable Repairs.....	18
24.	Net zero carbon.....	18
25.	Home Improvements .....	18
26.	Customer Feedback .....	18
27.	Record Keeping.....	18
28.	Monitoring and Reporting .....	19
29.	Assurance.....	19
30.	Equality Impact Assessment (EIA).....	20
31.	Modern Slavery & Human Trafficking .....	20
32.	Links to other Plus Dane policies.....	20

### 1. Policy Statement

- 1.1 Plus Dane aims to provide a repairs and maintenance service that is effective and efficient to provide homes that are well maintained, free from damp and mould and safe for customers. This policy sets out Plus Dane's approach to managing the repairs & maintenance (R&M) to support our corporate objective to deliver quality homes, great services, and vibrant communities. Whilst the Asset Management Strategy covers investment principles, this document explains our process for managing defects in the home and delivering a maintenance programme to balance planned and responsive repairs. Our repair services will primarily be provided by our in-house team; however, contractors will be engaged as necessary to support specialist tasks or accommodate increased demand.
- 1.2 Plus Dane's Repairs and Maintenance Policy ensures compliance with the following regulatory and statutory requirements to ensure the safety of customers in their homes and that we deliver an effective and efficient repairs service, in particular compliance with
- Regulator of Social Housing – Safety and Quality Standard 2024
  - Decent homes standard 2006
  - Housing Health and Safety Rating System (HHSRS).
  - Homes (Fitness for Human Habitation) Act 2018
  - Social Housing Regulations 2023
  - Hazards in Social Housing Regulations 2025 (Awaab's Law)
  - Landlord and Tenant Act 1985
  - Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
  - The Control of Asbestos Regulations 2012
  - The Construction (Design and Management) Regulations 2015
- 1.3 Whilst the policy sets our approach to how repairs and maintenance services are delivered, including Plus Dane's responsibilities and customers, the individual tenancy or lease agreement define the roles of landlord and tenant, including the tenant's repair obligation and these documents should be reviewed to clarify responsibilities.
- 1.4 The policy is supported by clear procedures and processes that help deliver a positive customer experience when accessing our R&M services. This policy does not cover chargeable repairs, landlord compliance, asset management, empty homes, or aids and adaptations; each has separate policies and procedures.

### 2. Policy Aims

- 2.1 The aims of the policy are to:
- Ensure a customer focused, effective and efficient approach to repairs and maintenance is taken.
  - Ensure compliance with all legal, regulatory duties and guidance.
  - Ensure that an appropriate balance between responsive and planned maintenance is maintained.

- Reduce the instances of disrepair by being responsive to first time reports of issues.
- Clearly define the repair responsibilities of Plus Dane Customers based on the tenure type including Tenants, Shared Owners and Leaseholders.
- Set and monitor key performance indicators to demonstrate continuous improvement.
- Have a robust approach to managing, implementing and budgeting for all aspects of repairs and maintenance.

### 3. Links to Corporate Plan

Plus Dane's strategic intent is focused on delivering quality homes and great services through the following corporate objectives:

- **Vibrant communities**

This policy supports the delivery of the repairs and maintenance service to ensure homes, and communal spaces are safe and secure in a vibrant community.

- **Colleague experience**

The policy enhances colleague experience by providing clear guidelines underpinned by procedures and processes, and ensures colleagues have the right skills to deliver an effective repairs and maintenance service and empowering colleagues to deliver great customer service.

- **Customer experience**

This policy supports the customer experience strategy to deliver a customer experience that is efficient and responsive, allows choice, and is tailored to individuals and their circumstances.

- **Sustainable Organisation**

The policy supports our value for money strategy, by delivering an efficient and effective R&M service. Through our operations and activities risks may be managed in line with, above or below our risk appetite. Overall, our risk appetite is cautious, and we place the utmost importance on maintaining statutory compliance, making sure we do everything reasonably practicable to ensure customers are safe in their homes, comply with our legal duties and obligations and hold third parties to account where they have a legal responsibility.

### 4. Key Policies Definitions

4.1 **Emergency Hazard:** An emergency hazard is defined as “an imminent and significant risk of harm” to the health or safety of the tenant. This means a risk that a reasonable social landlord, with the relevant knowledge, would take steps to make safe within 24 hours.

Examples include:

- gas or carbon monoxide leaks
- broken boilers in winter
- total loss of water supply
- electrical hazards such as exposed wiring
- broken external doors or windows that present a risk to home security
- prevalent damp and/or mould that is having a material impact on a tenant's health
- significant structural defects

4.2 **Significant Hazard:** A significant hazard is defined as “a significant risk of harm” to the health or safety of the customer or a member of the household.

4.3 **Defects:** Repairs for new build properties are carried out during a defined defect period specified in the development contract.

### 5. Roles & Responsibilities

Role	Key Responsibilities
Director of Homes	Oversees policy implementation and ensures compliance with legal and regulatory duties. Leads strategic planning, adverse weather response, and escalation of unresolved developer defects.
Head of Property Services	Responsible for operational delivery and ensuring the policy reflects current service needs including repairs, damp & mould and disrepair.
Maintenance Managers and Team Leaders	Delivers responsive and planned repairs. Ensures work is completed safely, competently, and in line with policy and procedures
Maintenance Team Leaders	Complete inspections of customer homes, where applicable in line with policy requirements, including work in progress, complaint and post inspections. Line Management of operatives and provision of technical support to operatives

Scheduling Team	Schedules work in the operative diaries, arranging follow on works and logging repairs. Dealing with contractor repairs administration.
Healthy Homes Team	Conducts inspections, schedules resulting work, and engages with customers to resolve damp and mould property defects.
Sustainability Team	Provide support to the Healthy Homes team for referrals for homes on the programme. Provide remote monitoring support and specialist survey support for homes that experience persistent damp and mould.
Customer Access Team	Receives repair requests via multiple channels, priorities, and logs repairs, and arranges appointments. Opens Damp and mould cases in the CX housing management system, when reported by customers, raising any applicable surveys or repairs
Out-of-Hours Contact Centre	Manages emergency repair calls outside normal hours. Coordinates with emergency services and contractors for emergency repairs and hazards. Provision of customer alerts and details to the Operatives on call and escalate any issues to the Officer on call
Development Team	Coordinates with Director of Homes on defect period issues and ensures developer accountability.
Contractors	Support specialist works and high-demand periods. Must comply with Plus Dane's contractor quality, health and safety standards and R&M policy requirements.
Operatives	Complete work, safely and to the required quality in customer's homes and communal areas.
Communications Team	Issues proactive service updates via phone systems, the website and social media during service disruptions or high demand.

## 6. Our Approach

6.1 Customers can report a repair to Plus Dane using the following methods:

- **Telephone:** Call 0800 169 2988 or 0300 123 4560. This is a 24-hour, 365-day-a-year answering service
- **Email:** Send details to [customer@plusdane.co.uk](mailto:customer@plusdane.co.uk)



- **Online:** Use the report a-repair page on the Plus Dane website
  - **Customer Portal:** Log in to the Plus Dane portal to report a repair
  - **WhatsApp:** Message Plus Dane via WhatsApp at **0151 351 4747**. This service is available during office hours, with messages received outside those hours prioritised for the next working day.
  - **In Person or by Post:** Visit or write to any Plus Dane office
- 6.2 When reporting a repair, customers will be asked to confirm the nature and extent of the issue, any previous related repairs, access arrangements, contact details, and any particular circumstances we should be made aware of to ensure we prioritise the repair correctly and consider any specific arrangements we make need to account for to ensure the customers safety when completing the repair.
- 6.3 Plus Dane aims to raise and prioritise repairs at the first point of contact, offer suitable appointments, and provide confirmation via text or email with job details. If we are unable to offer an appointment, for example for contractor repairs or no appointments slots available, we will explain next steps
- 7. Our Repair Priorities and Response Times**
- 7.1 Plus Dane will give all repairs a priority based on urgency, risk and statutory responsibility. We will always consider a household circumstances and the information given to us at the time of reporting a repair when determining our priority.

Priority	Our Response	Definition
Emergency repairs and hazards	We will attend and make safe within 24 hours	<p>Emergencies are where there is an immediate risk or danger to customers health or safety, or serious risk of damage to the property. This could also be a category 1 HHSRS failure, identified from a stock condition survey or by a contractor.</p> <p>Examples include bare or live electrical wires or fittings, insecure property, major leaks which cannot be contained, no heating or hot water in winter months.</p> <p>Where possible we will try to complete the repair as part of the emergency response visit.</p> <p>If an emergency hazard is found and additional parts or supplementary repairs are needed, we will arrange follow-up work within three working days and notify the customer in writing, with an appointment when possible. Work will be prioritised by risk and customer circumstances, aiming to meet our repair timescales and comply with the Social Housing Hazards Regulations 2025.</p>
Emergency out of hours	<p>We aim to attend and make safe within 24 hours as part of the out of hours call.</p> <p>Plus Dane will attend Emergency</p>	<p>Plus Dane provides an out of hour's service for emergency repairs that occur outside of normal office opening hours which are 8:30 to 17:00 Monday to Friday, and on public holidays. The purpose of the out of hours service is to make the repair safe and secure with any follow up repairs completed during normal working hours by appointment with the customer.</p>

Priority	Our Response	Definition
	repairs until 10pm at night, after 10pm Plus Dane will only attend threat to life or extensive property damage emergencies. The service resumes at 8.30am the following working day.	<p>Examples of life-threatening or extensive damage to properties emergencies are:</p> <ul style="list-style-type: none"> <li>• Serious electrical faults</li> <li>• Loss of power</li> <li>• Insecure property</li> <li>• Major leaks which cannot be contained or leaking on electrics</li> <li>• Lifts not operational, in an extra care scheme</li> <li>• Loss of heating in winter months or if the customer has a medical condition that would be made worse by the lack of heating or hot water over night</li> <li>• Faults to fire detection and fire safety equipment.</li> </ul> <p>In circumstances where a customer has been found to have deliberately and falsely reported an out-of-hours' emergency repair, Plus Dane will charge for the cost of the call out, in line with the customer charges policy.</p> <p>If an emergency hazard is found out of hours and additional parts or supplementary repairs are needed, we will arrange follow-up work within three working days and notify the customer in writing, with an appointment when possible. Work will be prioritised by risk and customer circumstances, aiming to meet our repair timescales and comply with the Social Housing Hazards Regulations 2025.</p>
Urgent repairs	Plus Dane will carry out a repair by appointment within 5 working days or outside of this timeframe if otherwise agreed or requested by the customer.	Urgent repairs do not pose an immediate danger but can cause some inconvenience to a customer if left unattended for too long they could also cause further damage to the home. Examples include a non-working shower, but customers have other means of bathing, a toilet that has to be flushed with a bucket of water, leak that can be contained. These repairs should be completed in one visit with the use of a van stock. Some may need parts or materials ordering that may need a subsequent appointment to complete.
Significant damp and mould hazards	We aim to assess the hazards within 10 working days and make safe with 5 working days	<p>If a damp and mould hazard is classified as potentially significant based on the severity of the issue and the customers circumstances, we will attend and survey the home within 10 working days.</p> <p>Customers will be written to with our findings within 3 working days, and the details of next steps, and this will be stored in the CX housing management system.</p> <p>If the hazard is classified as significant, we will aim to make the homes safe within 5 working days or offer alternative accommodation. Any supplementary work will be prioritised by risk and customer circumstances, aiming to meet our repair timescales and comply with the Social Housing Hazards Regulations 2025.</p>
Non-significant	Plus Dane or its contractor will carry	If damp or mould is assessed as non-significant due to a minor issue and consideration of the customer's



Priority	Our Response	Definition
damp and mould hazards	out an inspection and a mould treatment within 20 working days or outside of this timeframe if otherwise agreed or requested by the customer.	<p>circumstances, an inspection and mould treated will be completed within 20 working days.</p> <p>If the cause of the damp is known such as a leaking gutter, the repair will be issued and prioritised as per standard routine repair priorities.</p> <p>Supplementary repairs will be prioritised and completed according to our standard repair protocols, as these fall outside the scope of Hazards in Social Housing regulations.</p>
Routine repairs by appointment	Plus Dane will carry out a repair by appointment within 20 working days or outside of this timeframe if otherwise agreed or requested by the customer.	<p>Routine repairs that do not pose an immediate danger or cause limited inconvenience, without serious discomfort. Examples include internal door repairs, loose tiles, window repairs, dripping tap, minor electrical repairs. Most repairs should be completed in one visit with the use of a van stock. Some may need parts or materials ordering that may need a subsequent appointment to complete.</p>
Major repairs by appointment	Plus Dane will carry out a repair by appointment within 65 working days or outside of this timeframe if otherwise agreed or requested by the customer.	<p>Major works are repairs that require more planning or time to complete. In general, they are larger scale, more complex repairs that are required to remedy building defects or component failures that cannot wait for a planned investment programme. In general, they will be</p> <ul style="list-style-type: none"> <li>• Works that require scaffolding, e.g. large repairs to soffits, fascia and roofs</li> <li>• Repairs that require specialist materials with longer times for delivery / manufacture e.g. made to measure gates</li> <li>• Component replacements, which cannot wait for an investment programme or where there is not a programme underway, e.g. UPVC Doors</li> <li>• Complex repairs, e.g. extensive plastering, plumbing and electrical work following a leak</li> <li>• Remedial work to correct structural defects, e.g. damp-proof courses</li> <li>• Large groundworks, e.g. replacement of fencing and paving</li> </ul> <p>In general, these will be logged by repairs colleagues following an inspection or an operative visit.</p>
Routine planned maintenance	Undertaken on various cycles e.g. 12/24-month cycles dependent on the work type	<p>These are non-urgent repairs or general maintenance activities undertaken on a planned basis to retain or improve components of a home to prevent potential deterioration. Examples include communal areas, works to rainwater goods, external works to outbuildings and fencing or clearance of gutters.</p>

Priority	Our Response	Definition
		Routine maintenance is an essential part of landlord compliance works and are delivered in line with relevant policies, for example gas servicing.

- 7.2 To comply with the Hazards in Social Housing regulations 2025 for all emergency hazards and significant damp and mould hazard, the repairs team, surveyors and contractors will assess the risk to determine if the hazard meets the emergency or significant hazard criteria, based on the household's circumstances and hazard type; if so, the emergency hazards framework (Appendix 2) or the significant damp and mould hazard framework (Appendix 3) are followed to comply with regulatory timescales. If the assessment determines that the hazard does not meet the criteria or is a result of customer damage, the normal repair timescales will be followed to complete the works identified after the initial hazard investigation.
- 7.3 We aim to complete all repairs within target timescales for the priority, which is based on the risk to the customer, the household or further property damage, and timescales are closely monitored. However, there may be works where certain parts or specialist services are required and these repairs may take longer than usual as a result, in which customers should be notified and this captured in the CX housing management system.
- 7.4 There may be occasions when we experience particularly high levels of customer demand for repairs, and we are unable to meet the repairs policy timescales. When this happens, we will update our telephone system and website to alert customers that our service is being affected. We will also include proactive messages through our social media sites to inform customers of any temporary arrangements that we need to enact; this will also include messages once normal service resumes.

## 8. Appointments

- 8.1 Customers will be offered appointments for all repairs other than emergency repairs and we will always try to offer an appointment at the first point of contact. Contractors will contact customers directly advising customers that they are working on behalf of Plus Dane and to arrange an appointment. Appointment slots will be offered as follows: (appointment slots represent arrival times)
- Mornings: 8:30am – 12pm
  - Avoid school run: 10am – 2pm
  - Afternoons: Midday – 5pm
  - All Day 8:30 – 6pm
  - Early evening between 4:00pm – 6pm; which is limited to trade operatives working consolidated hours
  - Saturday by appointment 9am to 1pm and late evening 5pm to 7 pm for customers who are unavailable during normal working hours.

We will try to accommodate customer appointment requests; by arranging overtime and we will seek to accommodate customer requests when received, however when it is extensive work that may be over a few hours we may not be able to accommodate these requests.

### 9. Pre-Inspections

9.1 Some works may require a pre-inspection for an accurate diagnosis. In such cases, we will schedule a visit from a Repairs Surveyor or Maintenance Team Leader to assess the job. Before leaving, they will confirm the work needed and, if possible, provide a timeline. Where extensive works is required or parts are needed, the scheduling team will contact the customer at a later date to confirm an appointment and when work will start. Following the inspection, the repair will be diagnosed and planned within the appropriate timescales.

9.2 Examples include:

- Remedial work to cure damp and mould problems.
- Structural defects that have the potential to cause harm or deteriorate rapidly.
- Circumstances where the scope of the repair is unknown.
- Flooding to external areas, which are causing access problems to the home.
- Repeat visits for the same issue which may require a technical inspection to diagnose the fault

### 10. Completing repairs

10.1 Plus Dane will ensure the contractor or the operative who attends to complete the repair are appropriately trained and skilled to carry out the repairs. The procurement process will ensure that competent contractors provide value for money, and they will have signed up to Plus Dane's policies and procedures. Our aim is to ensure that all works are completed 'right first time,' however certain works will require multiple visits, and we aim to complete works in the minimum number of visits to minimise disruption to customers.

10.2 Contractor Guidance, Appendix 4, has been provided to contractors and operatives, to ensure customers and their homes are treated with respect and they are kept informed about their appointment and the next steps if a repair cannot be completed and where possible the next appointment date.

10.3 The Plus Dane website details how customers can prepare for a visit by ensuring the work area is clear, an adult is present to provide access and asked that pets and children are kept away from the work area, and by not smoking in the room during the visit.

### 11. Post Inspections

- 11.1 Plus Dane Repairs Surveyors and Maintenance Team Leaders will carry out post inspections of Contractor's jobs, levels are based on 10% of repairs over £250, these inspections will either be system produced or by selecting from a spreadsheet. A template form is provided to record the inspection and stored on SharePoint.
- 11.2 Maintenance Team Leaders will complete an ad hoc post inspection where there are concerns raised by customers regarding operative or contractor quality of work or property damage. Following an unsatisfactory inspection, the contractor or operative will be notified of any remedial works to correct defect and corrective actions, timescale for resolution.
- 11.3 Any ongoing issues will be raised in contract or 121 meetings and an improvement action plan developed with the contractor or the individual operative.

### 12. Defects

- 12.1 From when a new build home is handed over, it moves into a defects period, which usually lasts for 12 months but sometimes, depending on the development agreement, can last two years. All homes within the defect period will have an alert on them in Plus Dane's housing management system (CX) to identify that the home is in the defect period and the repairs responsibility does not sit with Plus Dane's inhouse team or contractors. Care will always be taken so that any new build guarantees are not compromised by Plus Dane completing works which are not our responsibility in the defect period. A defect can be reported in the same way as a responsive repair. The Customer Access advisor will be alerted if the home is in the defect period from the alert on CX housing management system and raise a repair for the developer with a repair priority based on the urgency of the repair and the customer's circumstances.
- 12.2 Where a health, safety or wellbeing issue presents with the developer not being responsive to works required, the Director of Homes and Director of Growth will agree a way forward to protect the home and more importantly the customer.
- 12.3 Repairs following the planned investment programmes or empty homes refurbishments, will be referred back to the contractor as a zero cost repair. If this is raised in the defect period after hand over.

### 13. Garage repairs

- 13.1 Repairs to garages will only be undertaken if there is a significant risk of harm or there is demonstrable demand for the garages in the area. In some cases, customers may be offered an alternative garage which is in good condition if repairs to their current garage are deemed uneconomical. Agreements will be reviewed to ensure customers rights are maintained.

### 14. Damp & Mould (D&M)

- 14.1 Plus Dane takes the issue of D&M in our homes seriously and we understand the impact this can have on the health and wellbeing of our customers as well

as undermining the integrity of the building. We have introduced proactive approach to identifying the root cause and completing remedial works to tackle damp, mould and condensation.

- 14.2 We will utilise data to support a risk based, proactive approach to identifying and surveying homes that may be at risk from condensation, damp and mould. This will reduce over reliance on customers to report issues, help us identify hidden issues and support us to anticipate and prioritise interventions before a complaint or disrepair claim is made.
- 14.3 Our approach is to tackling damp; mould and condensation is to:
- Respond to reports of condensation, damp or mould with either a repair, mould treatment or survey and we will open a case in the CX housing management system, to monitor the case. Customers will receive a leaflet providing advice and detailing our approach, to provide assurance.
  - Respond to any report of any potentially significant damp and mould hazard with a damp and mould survey to identify the cause. These inspections will be carried out to determine the root cause and shall be undertaken within 10 working days of the initial report. The findings of these reports will be shared with the customer, within 3 working days of the investigation concluding and the actions being taken and priority for the works.
  - Undertake any works required to treat the root cause, repairs identified will be completed in line with the repairs policy timescales, and if a significant or an emergency hazard is identified on the survey in line with the Emergency hazard (Appendix 2) and significant hazard frameworks (Appendix 3) to comply with the Hazards in Social housing regulations.
  - Where extensive works is identified on the survey and the home has been identified as being on the 3 year energy efficiency programme, the case will be referred to the Sustainability team to complete the works, the home will be made safe, within policy timescale whilst waiting for the energy efficiency work to begin.
  - Where an emergency damp and mould hazard is identified, through a repairs visit, survey or a stock condition survey the home will be made safe within 24 hours and if this is not possible, the customer will be temporarily moved whilst repairs are completed, by referring to the Housing team, via the case in the CX system, and using the ICAB to source temporary accommodation, any customer refusals to move will be captured by the housing team as a damp and mould case note.

- Monitor that the actions taken have been successful, with follow up calls after 6 months, if customers report an issue at 6 months a visual inspection will be completed to identify further works and another follow up call booked in for 6 months.
- Take reasonable steps to gain access in the instances where we are unable to gain access to ensure our homes are safe, following the access procedure and escalating when cases are deemed high risk.
- Provide appropriate training for colleagues so they are able to report any instances of condensation, damp and mould and to identify the root cause and appropriate remedial works to tackle the issue.
- Consider whether temporary accommodation is appropriate, for each case and communicate and support customers to move into temporary accommodation where necessary to complete extensive remedial works.
- Follow the access procedure and initiate legal proceedings; after trying to gain access to homes or for refusals to temporarily move or customers refuse work.
- For difficult to resolve cases we may appoint a specialist damp surveyor to carry out a full damp survey and provide a damp report. We may also install specialist monitoring sensors within the home to monitor the levels of moisture and temperature in the home to identify the root cause.

14.4 We have a dedicated D&M procedure and processes detailing roles and responsibilities of colleagues involved in responding to D&M. We also have a D&M dashboard which enables us to deliver a proactive approach to D&M, identifying homes with a propensity for such issues to allow works to be planned before customers report issues.

### **15. Communal repairs**

15.1 Plus Dane is responsible for the inspection and maintenance of any common areas of buildings and will keep them in reasonable repair; this includes electrical lighting, shared entrances, halls, passageways, staircases, rubbish chutes or bin stores and lifts. The inspections are completed by the Neighbourhood Caretakers and the frequency is dependent on the type of fire safety equipment in the building. Inspections are recorded on CX housing management system so that Plus Dane can evidence effective management of communal spaces.

15.2 Any communal repairs reported, either through the inspections or by customers, will be managed in line with responsive repair times as detailed earlier in the policy but will not be subject to appointment unless access to



individual homes is required to complete the repair, any emergency hazards identified in communal areas will be dealt with in line with the emergency hazard framework as detailed in Appendix 2.

### **16. Access for works**

- 16.1 We will take reasonable steps to gain access and will follow the steps detailed in the access procedure. Plus Dane has a legal right of access to view the condition and state of repair of our homes under section 11(6) of the Landlord and Tenant Act 1985. For managed properties Plus Dane Housing has a right of access as a representative of the property owner. As a landlord, we are entitled to enter our homes at reasonable times of the day providing we give 24 hours written notice to the customer. The tenancy agreement and / or lease should also be reviewed to provide clarity of access arrangements for each individual tenancy or lease.
- 16.2 Where the access procedure has been exhausted, and the repair is related to potential health and safety issues, Fitness for Human Habitation, Hazards in social housing, compliance works, or where specialist materials have been ordered, the repair will not be cancelled after the appropriate access visits and will be reviewed by the Maintenance Manager and/or the Head of Property Services to consider legal action.
- 16.3 In exceptional cases and where it is clearly identified that wider welfare risks exist to either the occupiers or others, Plus Dane will consider the use of forced entry to safeguard against the risk. This will be carried out in accordance with the access escalation process.
- 16.4 Where there is an immediate concern about the safety of the customers, members of the public, or our homes, the police will be contacted and asked to attend the premises and use their powers to gain entry.

### **17. Customer Responsibilities**

- 17.1 Tenanted customer's responsibilities for repairs are set out in their Tenancy Agreement. The following list of examples is not exhaustive:
- Keeping the home clean, in good condition and well decorated.
  - Carrying out minor repairs.
  - Maintaining and keeping gardens tidy and free from overgrown trees and rubbish.
  - Allow access to Plus Dane colleagues and contractors to inspect or repair their home and the surrounding property.
- 17.2 In general, Plus Dane are responsible for maintaining the structure of the property and fixtures and fittings that we have supplied. Customers are responsible for any fixtures and fittings that they have supplied themselves. Appendix 1, details further guidance of repair responsibilities for customers that are Tenants.

- 17.3 Customers that are Leaseholder and Shared Owners of apartment blocks should report repairs relating to the communal area and building fabric of their blocks in the same way as other customers. Plus Dane will be responsible for all repairs which are detailed as the landlord's responsibility under the terms of the lease and will recover the costs of these via the service charge. Consultation will take place on all major works in line with Section 20 legislation and Plus Dane's Section 20 consultation procedure.
- 17.4 Customers that are Leaseholders and shared Owners of houses will be responsible for all the repairs to their home as per the terms of the lease. The exceptions to this are any damage caused by an insured peril or if the lease is the New Shared Ownership Model lease.
- 17.5 In 2021 a new model shared ownership lease was introduced, in which Plus Dane is responsible for qualifying repairs for 10 years from the date of the lease. In the case of shared owners who bought through Rent to Buy or Right to Shared Ownership the 10-year period starts at the date of construction. The qualifying repairs relate to installations for the supply of water, gas and electricity and for sanitation including basins, sinks, baths and sanitary wear, but not other fixtures, fittings and appliances. This is up to an annual value of £500, if the full £500 is not used in a financial year, the value will be carried over to the next year up to a maximum of £1000. The Homes Hub Team will manage this process to track the spend on qualifying repairs.
- 18. Right to Buy, Right to Acquire and Right to Shared Ownership.**
- 18.1 Where customers have applied to purchase their home, repairs will be restricted to emergency repairs and significant damp and mould hazards only whilst the application is being processed.
- 19. Relocation of Customers**
- 19.1 From time-to-time tenanted customers may have to move out of their home on either a temporary or permanent basis to enable work to be undertaken. The Housing team will arrange for the relocation, through the 3<sup>rd</sup> party ICAB and will keep customers informed on the progress of the works; this will be in line with the relocation policy.
- 20. Disrepair**
- 20.1 This policy sets out our approach to effectively repairing and maintaining homes. We want to build trust amongst our customers that we are responsive to their concerns and complete appropriate works. This approach will help reduce disrepair cases however sometimes we know we may get things wrong, or customers choose a legal route within which to complete works.
- 20.2 A customer may make a disrepair claim if Plus Dane has failed to fix a repair that is our responsibility after we have been notified there is a problem. The Pre-Action Protocol should be used before taking court action for repair. Plus Dane has a procedure in place for dealing with disrepair claims, which attempts to achieve an early resolution and avoid litigation. Plus Dane's approach is to respond to works as soon as is practically possible and will not withhold works during legal proceedings. Where works are required, Plus

Dane will liaise closely with the customer and will follow the access procedure to ensure works are completed in a timely way.

### **21. Health and safety**

21.1 All works will be delivered in line with Plus Dane's health & safety policies and procedures. This includes, but is not limited to:

- The Asbestos Management Plan, which will include reviewing the asbestos register before works start and / or commissioning a survey if one is not held and ensuring contractors have access to asbestos information
- Delivery of works in line with the Construction (Design and Management) Regulations 2015 where applicable
- Housing Health & Safety Ratings System (HHSRS) will be followed, and any category 1 failures will be actioned accordingly and reported to the Assets Team for recording in the Asset Management System (Keystone)

21.2 Plus Dane Maintenance Team Leaders will carry out work in progress inspections, these are to ensure contractors and operatives are working safely, utilising the correct materials and progressing jobs as per our procedures.

### **22. Insurance**

22.1 Plus Dane will insure homes against fire and for public liability risks, but the customer has responsibility, in line with the tenancy and lease agreement to insure their own contents. Therefore, in the event of any major accident such as fire or flood Plus Dane will repair the building fabric, but it is the customer's responsibility to replace any home contents and for any consequential loss. We will advise customers that it is in their best interest to take out content insurance as part of the sign-up process.

### **23. Vulnerable customers**

23.1 We will use the following definition of vulnerability in relation to this policy. Customers who because of learning or physical disability, age, language or physical or mental illness are or may be unable to fully represent or take care of themselves or are unable to protect themselves from harm or exploitation by others will receive reasonable adjustments to the delivery of our service to ensure vulnerability is addressed.

23.2 We will ensure equality, fairness and respect for all our customers and will oppose and avoid all forms of unlawful discrimination related to the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation and to remove this where identified.

23.3 If customers are identified as vulnerable and the repair reported affects their health and wellbeing Plus Dane will provide a more appropriate response time based on the customers circumstances, to quickly improve their health or comfort.

### **24. Adaptations**

- 24.1 A separate Adaptations Policy exists to detail Plus Dane's approach to both minor and major adaptations that a customer requires to live well in their home. Plus Dane offers a service in partnership with local authorities with the Adaptations Policy detailing how our policy decisions are made.

### **25. Chargeable Repairs**

- 25.1 A separate Customer changes Policy exists to make clear where tenanted customers will need to pay for repair or replacement if damage is caused to the home and its fixtures or fittings either deliberately or by their own neglect or the actions or neglect of others.

### **26. Net zero carbon**

- 26.1 Plus Dane has a Sustainability Strategy to respond to the climate change emergency and 2050 net zero challenges. This also respond to the requirement to move all homes to a net position of EPC rating C by 2030. Whilst this will detail the strategic approach, the R&M policy must work hand in hand with the strategic direction of net zero in Plus Dane. Our approach is a fabric first one to make homes more comfortable and easier to keep warm and healthy, as well as protecting the building fabric and reducing the need for maintenance.
- 26.2 Through our investment programme, damp and mould and empty homes process we will target homes with a lower-than-average EPC rating particularly where one or two measures would increase the energy performance of a home. Those homes requiring large scale intervention will be dealt with through the Asset Management Strategy and policies.

### **27. Home Improvements**

- 27.1 We recognise that customers living in their homes may want to make improvement that fall outside of the usual decorative appearance of living in a home. Customers should always check their tenancy agreement before carrying out such works as any large-scale alterations will require Plus Dane approval, which is dealt with through the Customer Alterations Policy.

### **28. Customer Feedback**

- 28.1 If customers are unhappy with the repairs and maintenance service, they may submit a complaint via our Customer Complaints & Feedback Policy. We collect feedback through regular satisfaction surveys to identify areas for improvement in repairs and maintenance. When surveys reveal issues, they are referred to the Managers to follow up with customers to confirm effective resolution.

### **29. Record Keeping**

- 29.1 For all repairs reporting, contacts and inspections a record will be retained in the housing management system (CX). All repair orders for inspection and operatives visit will be held in the repairs management systems, which will include completion dates, access details, works completed and any order

comments. Disrepair and damp and mould case management is completed in the CX housing management system

### **30. Monitoring and Reporting**

30.1 Plus Dane will consider the following when managing performance of our R&M service:

- Customer satisfaction
- Pre and post inspection programme
- Repair response times and volumes
- Explanations where targets have not been met; whether customers are happy with repairs being carried out; costs of repairs
- Value for money
- Plus Dane will also measure performance in line with the Tenant Satisfaction Measures (TSM's).

30.2 This policy will be monitored, and performance published in line with the TSMs. Performance will be reported to the Executive Management Team monthly and to Board quarterly. Plus Dane Board oversees delivery of an effective and efficient repairs and maintenance service, delegating oversight of quality homes and services to the Purpose Committee.

### **31. Assurance**

31.1 The policy is the responsibility of the Director of Homes who will ensure the policy is reviewed every three years and or where circumstances change and trigger a review of the policy. The Director is also responsible for cascading the policy to contractors and ensuring they operate in line with this policy as well as their health & safety responsibilities.

31.2 The policy is available to all colleagues on 'intro' however specific communication and training will be delivered to all front-line colleagues depending on their role with repairs and maintenance; roles and responsibilities are detailed in supporting policies.

3.1.3 The Director of Homes, in partnership with the Leadership Team, will ensure that appropriate arrangements are in place to:

- Receive repairs requests
- Log and prioritise repairs
- Procure, maintain and manage a list of qualified contractors
- Maintain and manage a list of qualified trades people within Plus Dane's inhouse team
- Commission works to contractors
- Carry out pre and post inspections
- Complete damp and mould surveys

- Report on performance to the Executive Management Team, the Board and relevant Committees
- Recommend adoption of adverse weather plans if service delivery is to be compromised
- Manage works and contracts in line with Plus Dane's Financial Regulations

### **32. Equality Impact Assessment (EIA)**

- 32.1 An EIA has been completed to ensure that the service is inclusive, fair and recognise the diverse needs of our customers. Reasonable adjustments will be made to support more vulnerable customers and / or those that have additional needs which require addressing when accessing the R&M service.

### **33. Modern Slavery & Human Trafficking**

- 33.1 Plus Dane is committed to ensuring that there is no slavery and human trafficking in our business or supply chain. Through our procurement and contract management procedures we ensure that service providers are aligned to our principles

### **34. Links to other Plus Dane policies**

The R&M policy is not delivered in isolation and is delivered in line with the following policies and procedures:

- All compliance policies & procedures
- Health & Safety Policy & procedures
- Growth Strategy
- Sustainability Strategy
- Customer Experience Strategy
- Asset Strategy
- Asset Management Policy
- Anti-Social Behaviour Policy
- Complaint and Customer Feedback Policy
- Procurement and Contract Management Policy
- Tenancy Management Policy
- Tenant Alteration Policy
- Relocation Policy
- Financial Regulations and Standing Orders
- Lettings Policy
- Domestic Abuse Policy
- Repairs Procedure
- Access Procedure
- Disrepair Procedure
- Damp & Mould Procedure
- Section 20 consultation Procedure
- Adaptations Policy
- Safeguarding Policy
- Neighbourhood & Communal Areas Policy
- Section 20 consultation Procedure