

Property Maintenance Policy

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Related documents:

1 Purpose

- 1.1 This policy describes how the Cromwood Housing Group (CHG) sets, manages and monitors maintenance standards of its housing, and provides a service that works in the interest of its customers. As a Registered Provider of Social Housing, the policy has regard to the Safety & Quality Standard (a consumer standard).

2 Policy Statement

- 2.1 Providing homes that are safe and of good quality are a fundamental objective of CHL. The quality of homes can have significant consequences for the quality of life and health and wellbeing of customers, and safety and decency shall remain core to the service so that customers can feel safe in their homes.
- 2.2 This policy covers the following matters:
- 2.2.1 Understanding the quality of housing;
 - 2.2.2 Ensuring homes meet health and safety standards;
 - 2.2.3 Repairs and maintenance service;
 - 2.2.4 Planned improvements to homes;
 - 2.2.5 Maintenance of shared spaces; and
 - 2.2.6 Adapting homes for people with impairments.

3 Stock Quality Assessment

- 3.1 CHG shall maintain accurate, up to date and evidenced data concerning the condition of its homes. The data shall be sufficient to comply all property maintenance obligations.
- 3.2 Specifically, CHG shall:
- 3.2.1 have accurate records at an individual property level of the condition of the stock, based on a physical assessment of all homes, which will be kept up to date; and
 - 3.2.2 using data from across the records on stock condition to inform the provision of good quality, well-maintained and safe homes for customers.

- 3.3 CHG shall provide decent quality homes to customers. Properties shall at the very least meet the Decent Homes Standard and there shall be effective systems and processes in place to understand the housing, ensuring that homes are maintained to this standard, and tackling non-decency where it occurs.

4 Health & Safety

4.1 Cromwood Housing shall:

- 4.1.1 Identify and meet all legal requirements that relate to the health and safety of customers in their homes and communal areas.
- 4.1.2 ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.
- 4.1.3 ensure that the safety of customers is considered in the design and delivery of landlord services and take reasonable steps to reduce any identified risks to customers.

- 4.2 There shall be a Health & Safety Policy that considers each of the matters on which legal compliance is required. The key matters subject to such inspections will be gas installations, electrical wiring, asbestos, and fire risk. There shall also be a robust reporting system for reporting incidence of damp and mould, and some properties may need assessing for legionella risk.

- 4.3 Records and certifications shall be maintained to demonstrate compliance for each property is up to date.

5 Repairs

- 5.1 Repairs are defined as anything in a property that is the responsibility of the landlord to maintain, which has broken prior to planned replacement. CH shall provide an effective, efficient and timely repairs for service for its customers. The process for reporting shall be easy to use, and timescales shall be set for completion, which may be easily understood by customers. Communication with customers shall be clear and timely from the point of recording through to post completion of the repair.
- 5.2 When a customer reports a fault or broken fixture in their home (or communal area) the necessary details shall be collected to ensure the repair can be completed within a stated timescale. Customers shall understand when the repair will be undertaken and when they may expect operatives to attend.
- 5.3 Repairs may also apply to communal areas and may sometimes be identified by means other than a customer reporting, such as an action arising from a stock condition survey.

6 Planned & Cyclical Programme

- 6.1 CHG shall use its stock condition data to determine planned maintenance and reinvestment in its housing stock. Primarily, this shall focus on ensuring its properties continue to pass the Decent Homes Standard and will extend to replacing components of properties that have passed their useful life, or are required in order to increase standards of energy efficiency.

6.2 A planned maintenance programme shall form part of the long-term business plan to demonstrate a commitment to a budget is sustainable and deliverable. Customers shall be able to engage with their customer service support and understand when their home will next be subject to investment and what that shall consist of.

6.1 Where the property also has a common parts, such as in a block of homes, or gardens, there shall be a cyclical maintenance programme for painting, cleaning and renewing. This type of maintenance cost may be recovered as a service charge under certain tenure types.

7 Adaptations

7.1 Having access to home adaptations is of great importance to those who need them, as it can support them to live safely in their home with greater independence.

7.2 CHG shall assist customers seeking housing adaptations to access appropriate services. We shall clearly communicate with customers and relevant organisations how we will assist customers seeking housing adaptations services. This will include help in contacting appropriate local authority departments and other relevant organisations so that a housing adaptations service may be provided.

8 Access to Homes

8.1 Customers have a responsibility to allow for access for the carrying out of repairs. Access to the property shall be on an agreed date, during an agreed timeframe, and for a stated purpose. Where the customer fails to allow access, the CHG shall escalate the matter according to the seriousness of the repair or maintenance. For example, if failure to allow access results in a gas safety violation, then CHG may be forced to seek a court injunction to enter the property and carry out the necessary inspection, because left unchecked, gas leaks can lead to death or serious injury. Customers will be kept informed of escalatory action.

9 White Goods, Furniture and Furnishings

9.1 Homes with communal areas such as shared kitchens will be provided with white goods. We may also provide soft furnishings (such as curtains & blinds) and communal furniture. Where provided these communal items will be checked annually and replaced periodically.

9.2 CHG may occasionally provide furniture and soft furnishings to bedrooms or self-contained units. These items are “gifted” to the customer and are no longer the responsibility of CHG and CHG is not responsible for repair or replacement.

10 Home Improvements

10.1 Customers may request to undertake their own improvements, subject to first seeking the permission of CHL. CHG will not unreasonably withhold permission, and some permissions will be subject to demonstrating that other requirements have been met, such as the work being subject to Building Regulations sign off.

10.2 CHG reserves the right to request removal or to put back any unauthorised works or improvements to the property.

11 Recharges

- 11.1 CHG shall reserve the right to recharge customers for damage to the property and for repairs which are required due to customer negligence or neglect.

12 Responsibilities

- 12.1 The Chief Operating Officer shall be responsible for overseeing the delivery of this policy, and monitoring its effectiveness.

13 Performance, Monitoring and Evaluation

- 13.1 The Board shall receive the following reports in support of this policy:
- 13.1.1 Quarterly KPI report detailing health and safety, repairs and maintenance performance, notably any indicators required for the Regulators TSMs, or VFM Standards;
 - 13.1.2 An annual planned maintenance programme, the contents of which are supported by the long-term business plan, and the stock condition survey;
 - 13.1.3 An annual report regarding the outcome of the previous years maintenance programme, and lessons to be learned from it.
- 13.2 This policy will be subject to review no later than three years from the date of approval, or sooner if a substantial change in circumstances requires.