



POLICY

5.10, Building Repairs and Maintenance Policy

Policy Category	Category 1 – ELT & Trustees
	Category 2 – Managers & Deputies, Housing
Policy Cross Ref	N/A
Summary of Policy Changes	Previous versions prior to 2016 are available on request. V3.0 June 2021 – Policy published. V3.1 - August 2024 – Extension of expiry. V3.2 October 2024 – Expiry extended to March 2025 to allow Head of Property Services to undertake the policy review. V3.3 December 2024 - Expiry extended. V4.0 May 2025 – Full review, updated with Awaab’s Law legislation
Policy Owner	Director of Housing & Estates
Published Date	July 2025
Expiry Date	July 2026

1.0 Policy Summary

St Anne's Community Services is committed to maintaining our properties and communal areas to the highest possible standard, whilst providing an excellent service. This standard is achieved through our buildings repairs and maintenance policy, recharge policy, compliance, voids and lettable standards and estate management policies.

The Buildings Repairs and Maintenance Policy has been developed to take account of legislative, regulatory, and good practice requirements in relation to service delivery in this area of operation. This policy closely links to the property services SLA (service level agreement).

It aims to ensure quality and efficient repairs and maintenance service, where works are carried out in a timely manner while adhering to the consumer standards set out by the social housing regulator

Please Note this Policy does not apply to properties where St. Anne's do not have repair responsibilities. These are predominately properties where St. Anne's are not the Landlord.

For the full details of this policy, please read the entire document, not just the summary.

2.0 Scope

- Reporting a Repair
- Job priorities
- Monitoring of key performance indicators against consumer standards
- Recharges
- Referral of works
- Voids
- Complaints and Compliments

3.0 Main Policy Content

Every tenant/client/user of St. Anne's Maintenance Service have their individual needs recognised, are treated fairly with respect, and receive fair access to housing / accommodation and the services we provide.

All homes will meet the minimum Decent Homes Standard and when they are allocated.

We provide safe homes to a high standard of repair that offer a warm, comfortable, and healthy living environment for all occupants.

To ensure practices and procedures are reviewed as a result of tenant / operational staff feedback and through our complaints procedure, to ensure a customer focused repairs and maintenance service where clients can scrutinise and input to shape a service delivery around their needs.

Provide regular performance information to ensure consistency in service delivery. This will provide opportunities to monitor and develop a full range of maintenance repairs activities and services.

Ensure effective systems provide records of financial performance of the maintenance service which will underpin the planning of works and enable effective management of entire service.

3.1 Repair Responsibilities and Obligations

- External building fabric - To repair and maintain the external fabric of the building and related common parts in a good condition
- Internal communal works – To maintain communal entrances, stairways, passageways, and other communal areas in a good condition and fit for use by the resident household and visitors.
- Internal fitments – To repair and maintain installations that have been provided by St Anne's.
- Environmental repairs – To maintain and keep in a good state of repair environmental areas for which we are responsible

3.2 Reporting a repair

Any repair/enquiry that is logged with the property services team will be acknowledged within 2 working days.

Any emergency repair that is logged will be actioned within 24 hours.

When reporting or requesting repair works, clients (or support workers if reporting the repair) are encouraged to provide as much detail as possible to help the property services team complete the job right first time. The following information is requested:

- Name of the person reporting the fault.
- Full property address, including postcode.
- Clear and concise description of the fault/nature of the problem.
- Exact location of the fault or problem.
- Photos of the repair required
- Serial number where required (e.g., hoists, profile beds, etc.).
- Error code showing (e.g., washing machines, boilers, etc.).
- Has the fault/problem been reported previously?
- Provide all access arrangements.

Repairs are reported via;

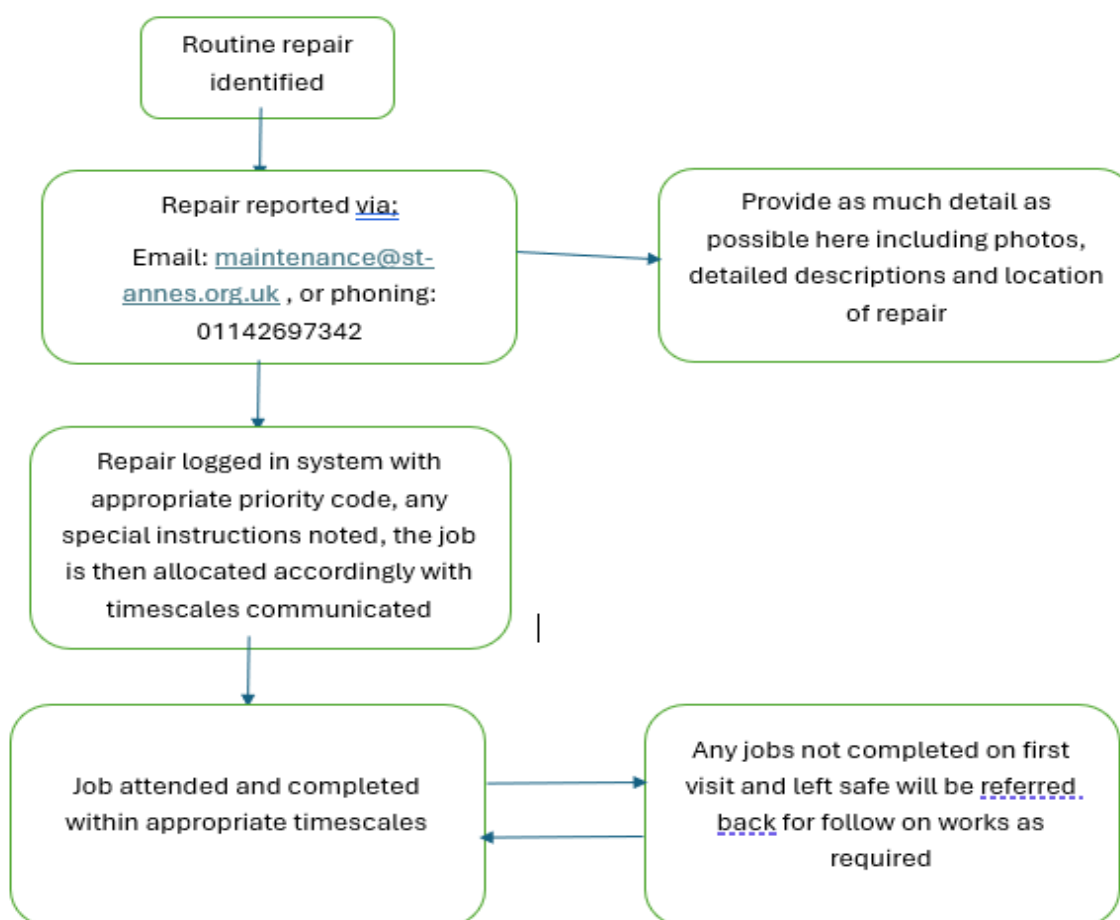
Email – maintenance@st-annes.org.uk

Phone -

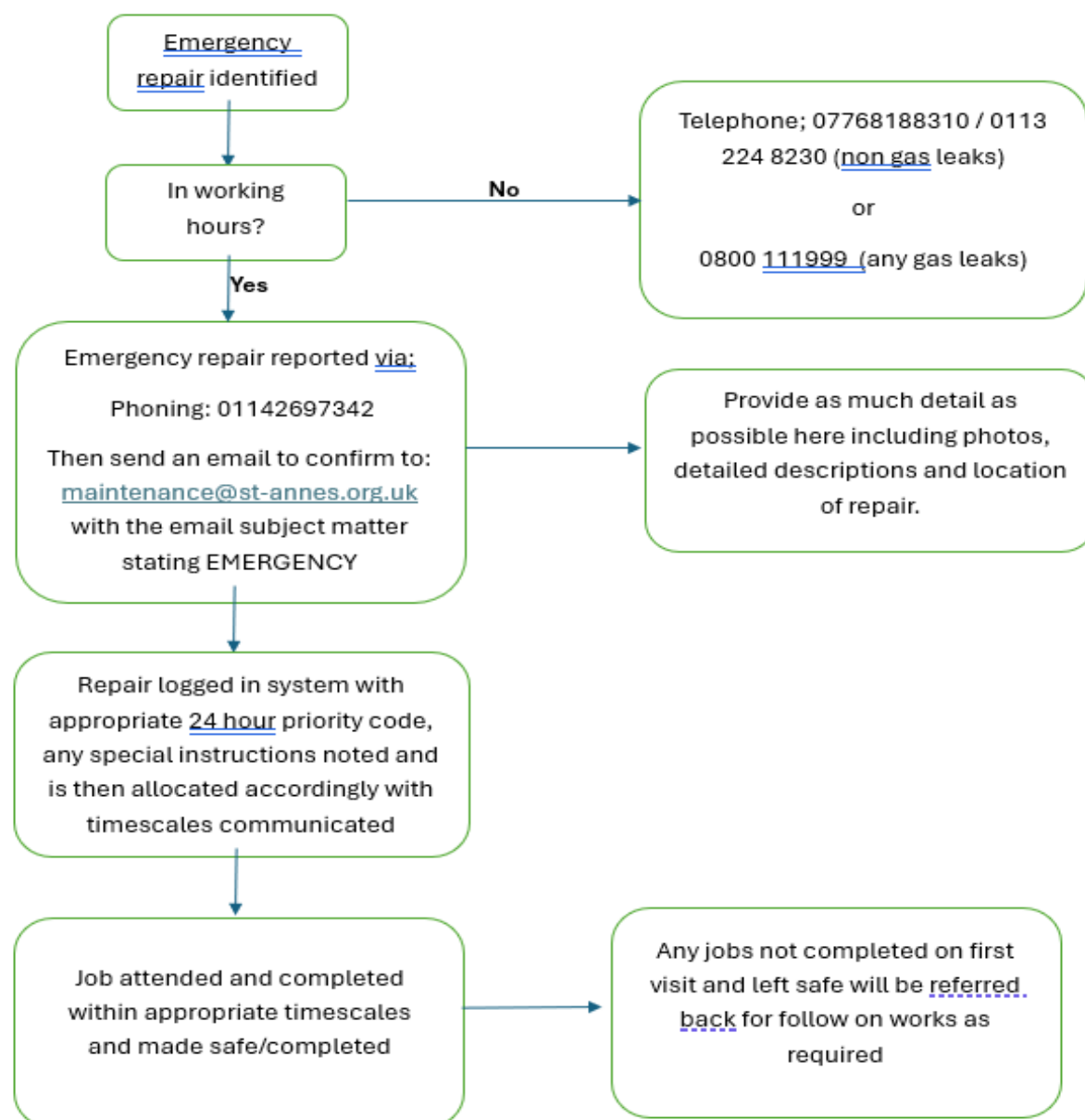
0300 102 7342 (free phone)
01142697342
0113 224 8230

Any required repairs that are picked up on weekly besafe checks must also be reported via the above methods to ensure a job is logged.

Reporting a routine repair



Reporting an emergency repair



In the event of an electrical fault the item of equipment should be isolated from the mains by unplugging (or turning off in the case of equipment connected directly to the power circuit) and a notice warning others of the fault showing the date reported, before reporting the repair.

In the event of a major water leak isolate the leak by turning off nearby valves and/or the mains stop tap. If the leak appears to be connected with the hot water or central heating turn off the system.

3.3 Job Priorities

Job Type	Key Performance Indicator
Emergency Repair	24 Hour
Urgent Repair	7 Days
Routine Repair	28 Days
Routine Voids	7 Days
Minor Works Voids	2 Weeks
Major Voids	6 Weeks
Planned and Cyclical Works	Annual Programme

24 Hour: To attend the job within a 24-hour period to make safe and repair where possible, we will not leave site until done so. Any jobs left incomplete and safe with follow on works required will be booked back in with the service desk who will book back in to remedy the works with the appropriate contractor.

7 days: Urgent repair

28 day: Standard repair that is non urgent

The property services team will;

- Provide a response to any reported repair requests as per timescales outlined above.
- Determine and prioritise each repair appropriately and notify you of response times.
- Chase up contractors where any repairs are not completed within agreed timescales.
- Monitor performance against KPI targets.
- Undertake quality checks on work carried out.

Routine Repairs are defined as defects that can be deferred without serious discomfort, inconvenience, or nuisance to a client or a third party, or long-term deterioration of the building.

Routine repairs will include (but are not limited to) the following:

- General joinery repairs
- Repair to doors, windows and floors
- Repairs to walls, brickwork and slates or tiles
- Repair or clearing of gutter and down pipes
- Repair to kitchen fittings
- Repair to plasterwork
- Dripping or leaking taps or shower unit
- Other minor plumbing repairs
- Repairs to tiling
- Easing doors and windows

Emergency Repairs are defined as any defect that puts the health and safety or security of a client or third party at immediate risk, or, that affects the structure of the building adversely.

Emergencies will include (but are not limited to) to:

- Total loss of water
- Burst water main
- Flooding
- Severe storm damage
- Total loss of electricity supply
- Major fault with electricity supply
- Unsafe electricity fittings
- Breaches of security to outside doors and windows
- Total loss of gas supply
- Gas leak
- Blocked flue
- Blocked main drains, soil pipe or sole toilet
- Heating loss for elderly or vulnerable tenants
- Failure of lift/hoist
- Fire damage

Urgent Repairs will include (but are not limited the following:

- Minor plumbing leaks
- Blocked drains, sinks, basins, bath, toilet
- Defective cistern or overflow
- Heating faults or breakdown
- Hot water faults or breakdown
- Minor electrical faults
- Roof leaks
- Severe dampness
- Breaches of security to internal doors or windows
- Repairs to void property
- Graffiti
- Defective flooring
- Damage to stair treads or handrails or banisters.

Gas Leaks - If you smell gas you **must** call National Gas Emergency Service on:

0800 111 999 (minicom/textphone 0800 371 787)

and then contact the Maintenance Team immediately on:

**0113 224 8230 (during normal working hours and out of hours)
or 07768188310 (out of hours ONLY)**

If you smell gas:

- b. **DON'T** turn electrical switches on or off
- c. **DON'T** smoke or use naked flames
- d. **DO** open doors and windows
- e. **DO** check to see if gas has been left on unlit or if a pilot light has gone out.
- f. **DO** turn off the gas supply at the meter

Emergency Call Outs - If you suspect a gas leak see “**Gas Leaks**” above

Emergencies During Office Hours - If you have an emergency during office hours (9 a.m. to 5 p.m. Monday to Friday) it is important that you telephone The Maintenance Team on **0113 224 8230**.

Please do not rely on an email as this may not be seen for several hours.

Emergencies Out of Hours - Call Outs - Out of office hours telephone either 0113 224 8230 or 07768 188 310. Either of these will put you in contact with the Out of Hours monitoring company.

Pre-inspections will be conducted by the Service Provider under the following circumstances:

- When a repair request is difficult to ascertain.
- If the repair request involves something complex or specialised.
- If the repair request suggests tenant damage which may lead to a recharge.
- When there have been repeated repair requests in the current or previous quarters.
- When St Anne's identifies a need to monitor repair requests from specific schemes.

3.4 Recharges

If it is determined that a recharge is necessary due to;

- Deliberate damage
- Work required outside the scope of repairs and maintenance service

Where a recharge is deemed necessary, the client or service will be provided with full details of the cost and reasons. An explanation of how to challenge this decision will be provided, along with information on payment arrangements or payment plans.

3.5 Legislation and Guidance

St Annes Community Services is responsible for ensuring properties meet the requirements set out in the Consumer Standards by the Regulator of Social Housing. The Safety and Quality Standard (2024) sets out required outcomes in terms of:

- Health and Safety
- Repairs, Maintenance and Planned Improvements
- Stock Quality
- Decency
- Adaptations

For more information regarding the Home Standard, please visit the Safety and Quality Standard: [Safety and Quality Standard - GOV.UK](https://www.gov.uk/government/publications/safety-and-quality-standard)

St. Anne's Community Services will deliver a repairs service that complies with all regulatory and statutory obligations to ensure the health and safety of people and property.

The key areas of legislation are:

- Defective Premises Act 1972
- Health and Safety at Work etc. Act 1974
- Building Regulations Act 1984
- Landlord and Tenant Act 1985
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Gas Safety (Installation and Use) Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Housing Act 2004
- Housing Health and Safety Rating System
- Equality Act 2010
- Control of Asbestos Regulations 2012
- Data Protection Act 2018
- Modern Slavery Act 2015
- Lifting Operations and Lifting Equipment Regulations 1998

- Electricity at Work Regulations 1989
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
- Electrical Equipment (Safety) Regulations 1994
- Homes (Fitness for Human Habitation) Act 2018
- Awaab's Law

3.6 Planned Works

Stock condition surveys will be carried out every 5 years to St Anne's properties. This will allow for a planned works schedule to be created and identify where St Anne's can invest assets. Clients and services will be informed of upcoming works with plenty of prior notice to make appropriate arrangements where necessary for access and provision of works to ensure minimum disruption to the property and/or service.

3.6.1 Responsibilities of the Service Staff and Clients

Where clients and staff feel improvements have not been identified as part of the stock condition surveys, please provide the Service Provider with full details of the work required. This typically applies to projects where the estimated cost exceeds £1,000, though smaller projects may also require review based on their nature or complexity. The work will be reviewed and an estimated value determined, which will be communicated to the service. If the request has health and safety implications, the Head of Health and Safety must be informed.

If these works haven't been previously advised and budgeted for, the required approval as per the Standing Orders and Financial Regulations Policy (6B.10) must be obtained. The property services team must be informed of which budget the works will be funded from and whether it's approved by the Finance Department (in writing) before any quotations, tenders, or works commence. Clients will be consulted on choices of styles, colours, etc., where applicable (e.g., decoration of shared areas in shared properties).

Some repair or improvement work might not fall under the planned maintenance budget. If that's the case, it could be recharged back to the service.

3.6.1 Cyclical compliance works

Cyclical compliance works are managed by the health and safety team, and this will be covered in the scope of the Health and Safety service level agreement/policy.

3.7 Awaab's Law / Housing Health and Safety Rating System

The Housing Health and Safety Rating System (HHSRS) is a risk assessment to determine whether a property is safe to live in. We ensure we meet our health and safety obligations under HHSRS by actioning and visiting any report of a HHSRS hazard within 24 hours.

The current **proposed** timescales for Awaab's Law (link [Awaab's Law to force landlords to fix dangerous homes - GOV.UK](#)) will require St Anne's Community Services to respond to tenants' requests in relation to potential hazards in their homes within specified timeframes as follows:

- Carry out initial investigations within 14 calendar days of a relevant request (St Anne's will raise a 7 day order)
- Provide a written summary following conclusion of the investigation (within 48 hours) and confirm if significant hazard has been found or not.
- If a potential hazard is judged to pose a significant risk, commence repairs within seven days, with completion within a 'reasonable' period (a 7 day order will be raised)
- If a hazard is identified and deemed significant and 'imminent' to health or safety an emergency repair will be actioned within 24 hours (a 24 hour job will be raised)
- The government have stated that they will shortly publish a full response to the consultation alongside further detail on Awaab's Law and guidance to support implementation, this SLA will be reviewed and updated to suit ever changing law

3.8 Damp and Mould

Mould and condensation can be caused by a number of different reasons such as water leaks through walls and roofs, defective pipe work and lack of ventilation or heating. St Anne's ensure that everything is done to resolve any issues tenants experience by undertaking necessary repairs and providing tenants with practical advice about how to prevent damp and mould occurring.

If tenant or staff spot any signs of damp and mould this must be reported immediately, and a member of staff will visit the property to carry out a survey and order any necessary work as per the service level agreement and Awaab's Law timescales.

Tenants will be provided with a copy of St Anne's Guide to Managing Condensation and Mould in Your Home (Appendix 1).

3.9 Voids

All works will be delivered to ensure the property is to an agreed lettable standard. Please see Void Policy & Procedure.

All voids will be pre and post inspected by the Compliance and Maintenance Team including the Maintenance Operatives (DLO).

3.10 Grounds and Garden Maintenance

Grounds maintenance will be carried out annually. This normally comprises grass cutting, weed killing, hedge trimming etc. Further works will be subject to budget constraints, individual necessity, and negotiation.

The current schedule for these works is as follows;

- May – Aug x2 visits per month
- Sept – April x1 visit per month

3.11 Service Levels and Standards

Performance will be measured against KPI targets.

Key Performance Indicators (KPI) are currently set at:

KPI Indicator	KPI #	TSM Ref	Target
Homes that do not meet the Decent Homes Standard	KPI	RP01	0%
% of emergency responsive repairs completed within St Annes target timescales (24 Hour)	KPI	RP02	100%
% of non emergency responsive repairs completed within St Annes target timescales (7 Day)	KPI	RP02	100%
% of routine responsive repairs completed within St Annes target timescales (28 Days)	KPI	RP02	100%
EPC's - % of homes that have had an EPC within 10 years	KPI		100%
Stock condition surveys - % of homes that have had a Stock Condition Survey within 5 years	KPI		100%
Damp and Mould / Significant risk to harm hazards attended within	KPI		100%

'fixed timescales' * fixed timescales will become law by October 2025 so this doc will be amended to suit*			
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3.12 Tenant Satisfaction Measures

Annually St Anne's will carry out Tenant Satisfaction Measures surveys and will measure the organisation's key performance indicators against the TSM's to ensure that St Anne's are achieving the regulatory requirements. More information can be found at: [Tenant Satisfaction Measures - GOV.UK](#)

3.13 Post work audits

To ensure that our works are carried out to a good standard, St Anne's will post work inspect a minimum 25% works £1000 - £7500 in value and 100% of works above £7500. Compliance works will have a % of the works audited via an external source for third party validation for assurance – this is covered in the compliance SLA.

3.14 Complaints / Service Feedback

St Anne's pride ourselves on providing a first-class repairs and maintenance service and values feedback good or bad as this will help shape our service to meet the needs of our clients. St Anne's will confirm with the tenant/client that the repair has been completed to their satisfaction.

St Anne's always aims to resolve any issues early, so any queries relating to the property services team can be emailed to maintenance@st-annes.org.uk or by phoning:

0300 102 7342 (free phone)

Full details of how to make a complaint, compliment or comment on our service this can be found on St Anne's website: www.st-annes.org.uk/contact

Surveys on repairs performance will also be periodically sent out for continuous feedback, and St Anne's annually conducts Tenant Satisfaction Measures surveys.

4.0 Effects

The anticipated outcomes of this policy include:

- **Quality repairs:** The policy ensures an efficient repairs and maintenance service, where works are carried out in a timely manner while adhering to the consumer standards set out by the social housing regulator.
- **Regulatory compliance:** St Anne's adheres to regulatory, and good practice requirements necessary for service delivery.
- **Increased tenant satisfaction:** through a reliable repairs and maintenance service.
- **Enhanced repairs performance management:** the policy provides a structured approach to monitor and improve the performance of maintenance services.