

Depaul Housing Services Repairs and Maintenance Policy

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1.0 Repairs and maintenance policy statement

1.1. Depaul Housing Services is committed to maintaining those premises which we either own, or have a legal duty for, in a good state of repair. We will act with due diligence and prudence in order to maximise their lifespan, provide a good quality home environment for our residents and comply with evolving legal requirements.

1.2. We will also act in accordance with good practice guidance and all current legislation with particular regard to regulatory requirements, whilst ensuring that we are responsive and sensitive to the needs of our residents. At all times their health, safety and comfort will be paramount.

1.3. We will provide a high quality, customer focused service that is easily accessible and convenient to our residents, providing a prompt response within target timescales. It is our aim to provide a value for money service that gives our residents a high level of satisfaction by achieving high standards and ensuring we meet our obligations effectively, promptly and economically.

1.4. To that end we will seek feedback on performance from our residents.

1.5. Where other organisations undertake repairs and maintenance in Depaul Housing Services properties, we will have positive and constructive working relationships, ensuring that they fulfil regulatory and contractual obligations.

2.0 Application and scope

2.1 This policy sets out Depaul Housing Service's approach to repairs and maintenance and provides a framework within which all employees, trainees, students, volunteers and Trustees must work within. It also applies to contractors and those working on behalf of Depaul Housing Services.

2.2 This policy applies to all properties where Depaul Housing Services is the residents' landlord. It sets out requirements that Depaul Housing Services and its Managing Agents, i.e. organisations who manage Depaul Housing Services properties, must follow.

3.0 Legislation and compliance

3.1 Depaul Housing Services is a registered provider and complies with the standards set by the Regulator of Social Housing.

3.2 This repairs and maintenance policy also considers the following:

- Housing and Regeneration Act 2008
- Control of Asbestos Regulations 2012
- Occupiers Liability Acts of 1957 and 1984
- Landlord & Tenant Act 1985 Housing Act 1985, 1988, 1996 and 2004
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Defective Premises Act 1972
- Commonhold & Leasehold Reform Act 2002
- Environmental Protection Act 1990
- Gas Safety (Installation and Use) Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Building Regulations Act 1984
- Health and Safety at Work Act 1974,
- Housing Health and Safety Rating System (HHSRS) 2006
- Equality Act 2010
- Social Housing (Regulation) Act 2023
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)
- Regulatory Reform (Fire Safety) Order 2005 (as amended)
- The Regulatory Framework for Social Housing in England from April 2012
- Decent Homes Standard

4.0 Roles and responsibilities

4.1 Depaul Housing Services is responsible for implementing, reviewing, and ensuring compliance with this policy. We will ensure that our Managing Agents and Lessors implement its requirements in all properties for which Depaul Housing Services is the resident's landlord.

4.2 Where Depaul Housing Services owns the freehold for a property, it is responsible for keeping in repair the structure and exterior of the dwelling house, including roof tiles, gutters, drains and external pipes. This also includes structures such as staircases, bannisters and internal walls and plasterwork. It is responsible for keeping in repair and proper working order the installations for water, gas, and electricity including basins, sinks, baths and toilets. This includes water tanks and pipes, gas pipes, boilers, electrical wiring, radiators and any other installation for space heating and water heating (but not other fixtures and fittings and appliances for making use of the supply of water, gas or electricity).

4.3 For properties that Depaul Housing Services leases, we will comply with the repairing and maintenance responsibilities as required of us by the lease, in a manner consistent with this policy.

We will ensure that repairs and maintenance which are our Lessor's responsibility are undertaken in a manner consistent with this policy.

4.4 Housing management contracts will specify repairs and maintenance that Depaul Housing Services are responsible for and repairs and maintenance that our Managing Agents are responsible for.

4.5 We will ensure that Managing Agents act in a manner consistent with this policy through measures including, but not limited to, requirements set out in housing management contracts, regular reporting, active oversight, site visits and gathering resident feedback. Managing Agents will be required to have procedures for property inspections and for identifying, undertaking, recording and reporting of repairs that comply with this policy, regulations set by the Regulator of Social Housing and other statutory requirements.

5.0 Definitions

5.1 **Acceptable condition:** The level of amenity, performance and condition of fabric agreed, in line with statutory requirements and Depaul Housing Services policies.

5.2 **Emergency hazard:** A hazard that poses imminent and significant risk of harm to a resident's health or safety. Examples include gas or carbon monoxide leaks, broken boilers, total loss of water supply, electrical hazards such as exposed wiring, significant leaks, 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 resident's health, significant structural defects or disrepair.

5.3 **Significant hazard:** A 'significant hazard' is one that poses a significant risk of harm to the health or safety of an occupier of the social home. A 'significant risk of harm' is defined as a risk of harm to the occupier's health or safety that a reasonable lessor with the relevant knowledge would take steps to make safe as a matter of urgency. Examples include damp and mould that is not having currently having an impact on residents' health.

5.4 **Routine repairs:** Repairs that need to be completed but do not pose a risk of harm to residents' health and safety.

6.0 Repairs to address potential emergency and potential significant hazards in line with the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)

Significant hazards

6.1 The actions below will be taken in cases where these Regulations apply. A resident's tenure could determine if the Regulations apply, for example, they may not apply if a resident has a license to occupy rather than a tenancy.

6.2 Where there is a potential significant risk of harm, an investigation will be completed within 10 working days, beginning on the day after the day that Depaul Housing Services or a Managing Agent becomes aware of the hazard.

6.3 The resident will be provided with a written summary within three working days from the conclusion of the investigations. This will detail the outcome of the investigation, including details of the hazard, action that will be taken and contact details. Residents will be updated throughout the process.

6.4 If a significant hazard is identified, the property will be made safe within five working days of the investigation concluding. If the property cannot be made safe within five working days, then an offer of suitable alternative accommodation will be made to cover the time it takes to make the property safe.

6.5 Where possible, preventative works that are needed will begin within five working days of an investigation concluding. If this is not possible, they will start as soon as possible and the work will have physically started within 12 weeks.

Emergency hazards

6.6 Any potential emergency hazard will be investigated within 24 hours of Depaul Housing Services or a Managing Agent becoming aware of the hazard.

6.7 The resident will be provided with a written summary within three working days from the conclusion of the investigations- this will detail the outcome of the investigation- including details of the hazard, action that will be taken and contact details. Residents will be updated throughout the process.

6.8 If an emergency hazard is found, work to make the home safe will be completed within 24 hours of Depaul Housing Services or a Managing Agent becoming aware of the hazard.

6.9 If it cannot be made safe within 24 hours, then alternative accommodation will be offered until the home is made safe.

6.10 Where possible, preventative works that are needed will begin within five working days of an investigation concluding. If this is not possible, they will start as soon as possible and the work will have physically started within 12 weeks.

7.0 Other repairs

7.1 In cases where the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law) does not apply, Depaul Housing Services or our Managing Agents will aim to complete all emergency repairs within 24 hours of Depaul Housing Services or a Managing Agent becoming aware of them.

7.2 Depaul Housing Services or our Managing Agents will aim to complete all routine repairs within 28 days of Depaul Housing Services or a Managing Agent becoming aware of them. Residents will be updated throughout the process.

7.3 Examples of routine repairs include:

- Plastering repairs
- Minor plumbing repairs to baths/basins/sinks
- Flooring repairs
- Leaking guttering
- Kitchen unit repairs
- Dry rot
- Stairs, handrails, balustrades
- General repairs to windows/doors
- Minor electrical faults
- Minor leaks to services and wastes
- WC cistern repairs
- Minor roof leaks
- Doorbells and entry phones
- Minor plumbing faults
- Blockage not backing up
- Loose sanitary fittings - baths/basins/wc pans
- Extractor fans

8.0 Annual servicing

Gas

8.1 The following will be serviced annually:

- Gas heating systems
- Gas fixed appliances (includes cookers).

8.2 Due to the importance of, and legislative requirements around, the servicing of gas appliances, the regulations contained in the Gas Safety (Installation and Use Regulations) 1998 Act will be strictly adhered to in all Depaul Housing Services properties.

8.3 All gas appliances will be inspected every twelve months.

Electricity

8.4 In every Depaul Housing Services property a 5-year electrical inspection will be conducted by a qualified NICEIC Electrician.

8.5 All portable electrical appliances supplied by Depaul Housing Services are tested annually by a contractor who is competent to perform this task, and will include (a) Visual checks and (b) Formal checks with the use of testing equipment.

8.6 In addition, maintenance to ensure compliance with regulatory standards will be undertaken on items such as:

- Fire safety equipment and installations (e.g. alarms, detectors)
- Lifts
- Laundry equipment
- Door entry / access systems
- CCTV
- Water treatment
- Asbestos surveys / management.

8.7 Subject to risk assessment, the following may also be subjected to periodical maintenance:

- Hot and cold-water systems
- Public Health services (drainage systems)

9.0 Resident feedback

9.1 Depaul Housing Services is committed to obtaining feedback from residents and staff to drive improvement.

9.2 We will seek the views of residents and request feedback on repairs and maintenance, this maybe through surveys, focus groups and consultation.

9.3 Tenant perception measures will be collected annually through surveys and findings will be published in our Tenant Satisfaction Report on our website <https://www.depaul.org.uk/depaul-housing-services/>.

9.4 Residents who are dissatisfied with the services provided under this policy can make a complaint via our complaints procedure. Complaints will be handled under Depaul Housing Services' Complaints Policy.

10.0 Inspections

Ongoing

10.1 Regular inspections, including but not limited to housekeeping, communal spaces, external inspections, will be carried out, recorded and monitored in accordance with regulatory standards.

10.2 High value repairs will be inspected where practicable.

10.3 Where residents provide unsatisfactory feedback upon repair completion, an inspection will be conducted and appropriate action taken.

Annual

10.4 Annual inspections will be carried out to:

- enable early recognition and action to be taken where potential defects are identified;
- check the quality of maintenance carried out at each property;

Fire door inspections

10.5 Under the Fire Safety (England) Regulations 2022 (Regulation 10), responsible persons must undertake:

- Quarterly checks of fire doors in communal parts (including self-closing devices) in multi-occupied residential buildings whose top storey is over 11 metres in height (i.e. typically more than four stories).
- Annual "best endeavours" checks of flat entrance doors (leading onto common parts), including both sides of the door and self-closer functionality; efforts to gain access must be documented.

10.6 These inspections are in addition to the general duty to maintain fire doors under the Fire Safety Order/Fire Safety Act. The required checks are visual and simple (i.e. no disassembly) and may be done by suitably trained staff or contractors. Fire door inspection checklists will be integrated into regular inspection programmes.

10.7 Where defects or non-compliance are found, remedial works must be carried out by a competent person as soon as reasonably practicable.

10.8 Records must be kept of inspection dates, findings, remedial actions, and, where access was refused, evidence of attempts.

11.0 Damage

11.1 Residents are expected to meet the responsibilities they have for repairs and maintenance within their homes as set out in their tenancy or licence agreement, including for furniture, fixtures and fittings provided by Depaul Housing Services or Managing Agents.

11.2 Costs incurred from misuse, wilful or negligent damage (including accidental damage) by residents or visitors may be recharged in accordance with their tenancy agreement or licence agreement, as well as policies and procedures.

11.3 Costs incurred from normal wear and tear will be met by Depaul Housing Services or our Managing Agents, as set out in contracts and agreements.

12.0 Monitoring and review

12.1 We will monitor performance against the standards and timescales set in this policy and procedure.

12.2 We will monitor the performance of contractors that we use to support the delivery of our repairs and maintenance services. Managing Agents will provide information to Depaul Housing Services to enable us to monitor this performance.

12.3 We will publish data about how repairs and maintenance performance, for example through Tenant Satisfaction Measures and information about complaints.

13.0 Continuous improvement

13.1 This policy will be reviewed at least every three years from the date of issue to determine its continued relevance, effectiveness and appropriateness. This policy may be assessed before that time as necessary to reflect substantial organisational changes, following an inspection, review or validation visit, or as recommended by auditors, changes required by law, or changes required by Depaul Housing Services Governance structures.

14.0 Equality and diversity

14.1 Depaul Housing Services has a duty to ensure that no person receives less favourable treatment from the organisation on the grounds of age, disability, gender reassignment, marriage, civil partnership, pregnancy, religion or belief, race, sex, or sexual orientation.

14.2 Residents will be treated in a fair and non-discriminatory way in accordance with The Equality Act 2010.