

# Camden Living Housing Association Limited

## Repairs and Maintenance Policy

|                      |                              |
|----------------------|------------------------------|
| Version:             | 1.0                          |
| Author:              | Altair                       |
| Policy Owner:        | Board                        |
| Date adopted:        | [9 <sup>th</sup> April 2024] |
| Date of next review: | [April 2025]                 |
| Approved by:         | Board                        |

### 1. Introduction

- 1.1. Camden Living (Housing Association) Limited (“**CLHA**”) is committed to ensuring that its homes are well-maintained, and repairs are carried out in a timely and cost-effective manner to maximise the long-term life of the properties and the comfort and safety of our residents.
- 1.2. The purpose of this policy is to set out our approach to responsive repairs, cyclical and planned maintenance.
- 1.3. The main aims of this policy are to:
  - Set out clearly the principles of our approach to repairs and maintenance to our residents; enabling us to provide a seamless, high quality and customer focused repairs service for all residents; and to
  - Ensure the repairs and maintenance service meets all legal and regulatory requirements.

### 2. Scope

- 2.1. We offer homes for rent and this policy applies to all properties where we have the obligation to provide a repairs and maintenance service.
- 2.2. This policy also applies to all our subcontractors employed to carry out repairs and maintenance works.

### 3. Tenant Responsibilities

- 3.1. We expect our tenants to carry out all those repairs and maintenance works to their property in accordance with their tenancy agreement.
- 3.2. For any repairs and maintenance works which take place within any communal areas of the building, all residents will be charged a proportionate amount for these works as per the terms of the tenancy agreement. The sum of these works will be included in the service charge for the building.

### 4. Approach to Repairs and Maintenance

- 4.1. As the lessee of its properties and the landlord for its tenants, we are responsible for carrying out responsive repairs only. [CLHA or the LB Camden] maintains responsibility for cyclical works and planned maintenance under the terms of the lease agreement entered into by us.
- 4.2. Responsive repairs
  - 4.2.1. Responsive Repairs are repairs which are carried out on a reactive basis as the need arises e.g. a loss of heating or power. Responsive repairs are split into the following two categories:
    - **Emergency repairs:** Are repairs works which, if not carried out would pose an immediate risk to a resident or third party's health and safety or to the building's structural integrity. We aim to have an operative attend to an emergency repairs and make safe within 4 hours and complete the repair within 24 hours of receiving the request.
    - **Routine Repairs:** These are repairs works that are not hazardous and do not cause any serious inconvenience to the resident. We will complete routine repairs by mutual appointment with the resident but within 20 days of being reported.
  - 4.2.2. All responsive repairs issues will be able to be logged via phone or email with us or our managing agent.
  - 4.2.3. With all repairs, residents will be notified of when the repair works will take place and how long the repair should take to resolve. Residents will be notified upon completion of the repair works.
  - 4.2.4. We recognise that it will be more difficult for residents with specific communication needs to access our information surrounding repairs & maintenance and reporting them. We will ensure that our communications are accessible to all as described in our Equality and Diversity Policy.

#### 4.3. Approach to Cyclical and Planned Maintenance

- 4.3.1. Cyclical maintenance comprises work which is considered protective or preventative. This includes gas servicing/safety checks, electrical safety checks, decoration of communal areas and other similar works.
- 4.3.2. Planned maintenance works are planned in advance and will be carried out to maintain the standard of our properties in line with our Asset Management Strategy Statement.
- 4.3.3. We will use data obtained from stock condition surveys to schedule planned maintenance. An annual programme of planned maintenance works will be notified to residents whose properties are impacted by planned work.

### 5. Policy Commitment

#### 5.1. Repairs Responsibilities

- 5.1.1. Our tenancy agreements set out the repairs and maintenance obligations for both us and our residents. When a resident signs the agreement and accepts the keys for the property it demonstrates that the obligations has been understood and accepted.
- 5.1.2. In line with our obligations. We will:
  - Carry out all repairs and maintenance work to their property as per the demise set out in the tenancy agreement.
- 5.1.3. We expect residents to:
  - report repair problems to us as soon as possible.

#### 5.2. Appeals and complaints

- 5.2.1. Any resident who feels that they have not been treated in accordance with this policy can refer to and use the complaints procedure.

## 6. Policy Management

- 6.1. The board has overall responsibility for this policy. This policy will be reviewed every year – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.
- 6.2. We will inspect completed maintenance works to ensure that they consistently meet required standards. Residents will be given 24-hours' notice prior to these inspections taking place.
- 6.3. In due course, we will monitor the effectiveness of the repairs and maintenance service provided using a number of key performance indicators.
- 6.4. We will measure:
  - % of emergency repairs completed within 24hrs
  - % of appointments kept.
  - Median number of days to complete repairs.
  - % of residents satisfied with repairs process.
- 6.5. These metrics will be reported to the board on a regular basis.

## 7. Background Documents

- 7.1. This policy should be read in conjunction with the legal and regulatory documents listed below:

- The Regulator of Social Housing's Safety and Quality Standard

and the following strategies and policies:

- Asset Management Strategy Statement
- Complaints Policy
- Equality and Diversity Policy