

# Our Repairs and Maintenance Policy (2025–2028)

An easy read guide from emh



## 1. Purpose and scope

This policy explains how we look after homes so they stay safe, secure and in good repair.

It sets out what we must do by law, what services we provide, and how we keep customers safe.

It covers day-to-day repairs, planned works, customer responsibilities, complaints, and more.



## 2. Background

Repairs and maintenance are one of the most important services for customers.

We aim to provide a good quality, easy-to-access repair service.

We plan work to prevent problems before they happen.

We involve customers in shaping our services.



## 3. Legislation

We must follow housing, building safety and health and safety laws.

Awaab's Law sets strict timescales for dealing with damp, mould and other hazards.



## 4. Day-to-day repairs

Customers can report repairs by phone, email, online or in person.

Repairs are prioritised by urgency.

Emergencies must be made safe within 24 hours.

Damp/mould hazards must be inspected within 10 working days.

Some repairs need pre-inspection visits.



## 5. Repair priorities

Priority 1 – Emergency (24 hours)

Priority 2 – Urgent (5 working days)

Priority 3 – Awaab's Law hazard inspections

Priority 4 – Routine (28 working days)

Priority 5 – Responsive planned  
(up to 60 working days)



## 6. Customer vulnerabilities

We make reasonable adjustments for people who are older, disabled, or vulnerable.

We may increase repair priority if needed for safety.



## 7. Appointments

Appointment slots include AM, PM, all day (if a repair is complex), school run, and Saturday AM.

If access is not given, appointments may be cancelled.



## 8. Completing repairs

- We aim for "right first time".
- Some repairs need follow-on visits.
- Temporary measures may be given (e.g., heaters).
- Severe problems may require temporary accommodation.



## 9. Repair responsibilities

We repair:

- Building structure
- Heating, hot water, electrics and plumbing
- Kitchens, bathrooms and internal structure
- Communal areas



Customers must:

- Do small maintenance tasks
- Keep homes and gardens tidy
- Report repairs quickly
- Look after items they installed



## 10. Leaseholder repairs

Leaseholders repair the inside of their homes.

We repair structure and communal areas.

Leaseholders may be charged for major works.



## 11. Rechargeable repairs

Customers may be charged when:

- Damage is caused by neglect or misuse
- Repairs are needed beyond normal wear and tear



## 12. Right to repair

- Some tenants have legal rights if repairs are not done in time.
- Compensation may be paid.



## 13. Complaints and compensation

- Complaints can be made by phone, email, online or in writing.
- Missed appointments may be compensated.

Tenants may claim compensation at the end of a tenancy for pre-approved improvements.



## 14. Empty homes (voids)

We clean, check and repair homes between tenancies.



## 15. Planned maintenance

Includes programmes to replace kitchens, bathrooms, boilers, roofs, windows, etc.

Includes cyclical safety checks such as gas, electrical, fire, lifts and water hygiene.



## 16. Service contracts

Includes cleaning and grounds maintenance for communal areas.



## 17. Aids and adaptations

We help customers get adaptations to support independent living.

We maintain equipment provided by us or via Disabled Facilities Grants.



## 18. Customer involvement

Customers help shape services, check performance, and influence decisions.



## 19. Customer service standards

We treat all customers fairly and adapt services for diverse needs.



## 20. Performance monitoring

We use KPIs and customer feedback to improve the service.



## 21. Continuous improvement

Policies and performance are reviewed regularly.  
Staff receive training to deliver good quality repairs.