

# **Repairs and Maintenance Policy.**

## **Verda Living RP Limited**

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## 1 Background

This policy sets out how Verda Living RP Limited (Verda Living) will deliver responsive and cyclical repairs and maintenance services to its residents in rented homes and maintain communal areas and common parts where it is required to do so. It describes our aims, outlines the approach we will take to specific aspects of the service, and details our service standards.

Separate policies set out our approaches to:

- Planned repairs (asset management policy)
- Property health & safety (health & safety policy)
- Adaptations (aids & adaptations policy)
- Work on empty/void properties (voids policy)

## 2 Policy aims and objectives

We aim to deliver a high quality repairs service, which helps to keep our properties in a safe and good quality condition, minimises disruption to residents, and delivers good value for money.

To ensure these aims are met, we will:

- Set clear expectations with staff and contractors around approaches to our repairs service
- Ensure statutory and regulatory obligations are met
- Ensure repairs can be reported at any time of day through a variety of channels, and that emergencies are attended to at any time of day
- Communicate residents' rights and responsibilities clearly
- Offer choice and flexibility to residents around delivery of individual repairs
- Maintain accurate records on the condition of our properties, reported repairs, repairs service costs, and contact with residents and delivery partners
- Have in place effective quality control and compliance processes
- Monitor and report on service delivery and performance regularly, and use insights gained to inform our processes, contract management, training, etc as well as to ensure repairs targets are met
- Contact residents in planned ways to gather feedback on their experiences, perceptions and expectations of our services
- Consider formal and informal feedback provided through complaints and compliments, alongside performance information and resident survey data
- Ensure clear links are made with our asset management strategy and associated budgets/projects, with emphasis placed on finding an appropriate balance between responsive and planned maintenance
- Ensure procurement of materials and suppliers is through suitable supply chains that can deliver an appropriate balance on quality, durability and price.

## 3 Landlord responsibilities

Verda Living will respond to repairs required in residential properties and associated communal areas for which we have responsibility, when they are reported to us by residents and stakeholders. Our repairs responsibilities cover:

- Ensuring homes are secure, structurally sound and weather-tight
- Fixtures and fittings we have installed, including those relating to health and safety (such as carbon monoxide alarms)
- Hot and cold water supply systems
- Windows and doors, gutters and drains
- All gas pipes, heating systems, electric wiring, power and light fittings
- Any items provided in the home that are not listed as the resident's responsibility
- Any communal areas
- Addressing damp and mould repairs in line with the proposed requirements of Awaab's Law.

We will aim to deliver 'right first time' repairs within our published timescales, and will ensure our systems, processes, contracts and communications support achievement of this. However, some repairs may require further visits due to the availability of materials or the nature of the work required. Where this is the case we will communicate the same to residents and aim to complete works in the minimum number of visits reasonably practicable.

We will take account of individual residents' needs and preferences by offering a choice of appointment times and ensuring we are aware of any requirements relating to access and delivery that arise from protected characteristics, medical conditions, language and communication needs, etc. We will make reasonable adjustments to our service, in discussion with individual residents, to remove barriers to using our repairs service and to ensure our service is effective.

Verda Living's data protection policy must be followed during operation of this policy and in delivery of our repairs service.

## 4 Resident responsibilities

Residents are asked to report repairs as soon as possible after noticing them, to minimise damage, cost and deterioration of property condition.

Residents are responsible for keeping their homes clean and tidy and for some basic day to day maintenance activities.

Verda Living will clearly state the types of repair that it will not undertake, and for which residents are responsible. These are listed in Appendix 1. Where we are aware that residents are unable to undertake basic maintenance tasks themselves we will offer advice on how these might be arranged.

## 5 Communal parts

Verda Living will keep communal parts of residential properties in a good state of repair and decoration. This includes:

- Shared entrances, hallways, stairways
- Lifts
- Lighting and security systems
- Fire safety systems and equipment

Where we are responsible for common areas and building parts that are external to residential property e.g. shared gardens, drying areas, bin stores, guttering and exterior walls Verda Living Limited will keep these in a good state of repair.

## 6 Service standards

We will provide facilities so that all repairs can be reported and managed online at any time of day.

Repairs can also be reported by phone, email or letter; with emergency out of hours repairs to be reported by telephone or online.

Contact details for all methods of reporting repairs will be provided to all residents when they move into their home and displayed clearly online.

Repairs will be categorised and delivered within stated timescales as follows:

Category	Definition	Timescale
Emergency	Issues where there is an immediate risk of harm to people or property e.g. an uncontained leak, loss of power, toilet not functioning, inability to secure the property	Within 24 hours
Routine	Smaller projects where there is no immediate risk of harm to people or property e.g. dripping tap, leaky guttering, pointing brickwork. Where necessary, this may involve more than one visit.	Within 28 days (or longer where agreed with the resident)

When we respond to an emergency, we will always ensure that the immediate risk of harm is addressed. Work required to fully resolve the issue may take place at another time.

Where work required to rectify a reported routine repair is already included in a planned works programme (covered by our asset management strategy) we will advise residents when work is scheduled for. We may undertake a temporary repair in the meantime e.g. to patch guttering whilst waiting for full replacement.

Residents will be contacted by telephone and/or text to notify them of appointment times, and a reminder will be sent in advance of repair colleagues' arrival.

We will offer the facility for residents to request an appointment day and a two-hour time window that is convenient to them. Routine repairs appointments will be available between 8am and 6pm, Monday to Friday. Emergency repairs appointments are available 24 hours a day, 7 days a week.

If our repairs team cannot gain access to a property for an agreed repairs appointment, they will leave a card advising the resident to arrange another appointment. Residents will also be contacted via text and online system where possible in such circumstances.

We will communicate with customers about repairs promptly, with regular updates on progress and how issues are being resolved.

Repairs requests may be cancelled if our repairs team cannot gain access to the property for an agreed appointment.

## 7 Defects

New properties and homes where planned maintenance has been carried out (e.g. new kitchen, central heating etc) may be within a 'defects liability period'. This means that the developer that built the property, or the contractor that carried out the planned works, is responsible for rectifying emergency and routine repairs. These should be reported to Verda Living using the reporting channels set out above unless separate arrangements have been agreed with the developer or contractor.

Verda Living will keep property records in a way that means defects liability can immediately be identified. The developer/contractor responsible will be notified immediately if a defect is reported to Verda Living Limited, and the resident will be advised of the timescales applicable within this liability period. Verda Living Limited will monitor to ensure these timescales are adhered to, and resident feedback will be collected as with other repairs.

## 8 Home improvements

Residents may make home improvements only if they get written permission from us and Verda Living's interest in the property enables us to give consent. Where the nature of Verda Living's interest in the property does not enable us to give consent e.g. lease terms do not permit then we will confirm this to the resident.

A detailed description of the intended work should be provided to Verda Living. Consent should be requested via letter, email or online – it cannot be requested by phone. Residents will be provided with a decision within 20 working days.

We reserve the right to decline certain applications for improvements, including where the requested works would:

- Be out of keeping with the rest of the property or neighbourhood
- Increase health and safety risks at the property
- Make the property difficult to let in future
- Be unsuitable for possible future occupants
- Duplicate works planned to be undertaken by us within 12 months under planned maintenance programmes

- Replace like for like and therefore not be a genuine improvement.

We will give a clear written explanation for any refusal, making reference to the tenancy or lease agreement where appropriate.

We may attach conditions to consent e.g. that the improvement is removed and the property made good at the end of the tenancy.

Improvement works should not be undertaken until the resident has our written consent and has provided us with any necessary approvals e.g. local authority planning consent. Any compliance certification should be provided once works are complete. Verda Living Limited will request to inspect the work on completion so we can check quality and compliance requirements and ensure our property records are up to date.

Future maintenance of all agreed improvements is usually the responsibility of the resident. However, we will comply with all legislative and regulatory requirements regarding repairs and maintenance.

## 9 Statutory rights

### Right to Acquire and Voluntary Right to Buy

Where a resident has applied to exercise their Right to Acquire or Voluntary Right to Buy, we will:

- Only complete emergency repairs to ensure a building is safe
- Undertake gas servicing and other health & safety checks in line with statutory requirements
- Not undertake planned internal or external works where the resident would become a freeholder
- Undertake planned external works but not internal works where the resident would become a leaseholder. We may take the cost of these works into account when the property is valued.

If an application is subsequently withdrawn, a full repairs service will once again be available to the resident.

## 10 Rechargeable repairs

We may recharge residents for damage that is not due to wear and tear. Verda Living Limited will carry out the required repairs but seek to recover the cost from the resident where:

- Damage to the home is caused accidentally or deliberately by family or friends
- Damage to communal areas results from neglect or inappropriate use
- Damage is caused by the police when executing a warrant.

Where a resident repairs damage themselves but the repair is of poor quality Verda Living Limited may seek to recover the costs of rectifying the repair.

We will not recharge for damage caused by vandalism where a crime reference number is provided.

We will recharge for gaining replacement locks and keys and/or gaining access where we are called to an emergency repair due to a resident being locked out.

Residents may be recharged if Verda Living has to undertake any work associated with the failure of approved improvement works.

Residents may be recharged at the end of their tenancy for any improvements or alterations identified that have been undertaken without consent.

## 11 Compensation

Residents may have a right to claim compensation at the end of their tenancy for any qualifying improvements made to their homes. Any such compensation will allow for depreciation – i.e. it may be less than the resident paid for the work.

## 12 Resident feedback and complaints

Resident complaints about repairs services, and any disputes about rechargeable repairs, will be handled in line with our complaints policy.

Complaints relating to repairs will be monitored and used, individually and in aggregate, to refine and improve our services and performance.

## 13 Monitoring and compliance

We will monitor the delivery of our responsive repairs service and report to operational staff, senior leadership team, the board, and our residents. Key performance indicators will be used to monitor and report performance, as well as complaints and compliments received. This allows us to be accountable for our service delivery, identify any trends which require intervention, and focus on delivery of the objectives stated above.

We will report against the Resident Satisfaction Measures prescribed by the Regulator of Social Housing, as well as indicators developed for internal use by staff in conjunction with residents.

Performance indicators that will be reported to the board and residents are detailed at Appendix 2. This is not an exhaustive list.

## 14 Annual Review

This policy is reviewed annually by the board of the Company.

Version	Date Approved	Date for Review	Updates
1.0	April 2025	April 2026	Creation of first version of policy

## 15 Appendix 1 – Resident responsibilities

Residents of rented homes are responsible for:

- Keeping homes and gardens clean and tidy
- Repairing, maintaining and fitting an appliance they have installed
- Allowing us into the home to carry out repairs, safety checks and inspections (e.g. annual gas, solid fuel and oil servicing and safety checks)
- Door bells and door number on new build properties
- All painting and decorating inside the home
- Preventing pipes from freezing or bursting
- Preventing and controlling condensation
- Draught proofing
- Curtain rails, washing lines and door bells
- Minor adjustments to kitchen units, cupboards and drawers
- Cleaning extractor fans
- Wall and floor tiles
- Fixing toilet seats
- Bleeding radiators
- Replacing glass in windows and doors unless the damage was vandalism reported to the police (a crime number should be requested)
- Resetting electrical trip switches
- Replacing plugs and chains on baths, basins and sinks
- Replacing keys or locks
- Replacing light bulbs, plugs and fuses to appliances
- Dealing with pests (local councils may be able to help with this)
- Clearing blockages in basins, sinks, baths and toilets.

## 16 Appendix 2 – Performance Monitoring

We will monitor and report on the following:

### **Management information**

Repairs completed within target timescale

- Emergency repairs – number in timescale, total number reported, % in timescale
- Routine repairs - number in timescale, total number reported, % in timescale

Meeting the Decent Homes Standard

- Number of homes that do not meet the Decent Homes Standard, total number of homes to which the standard applies, % that do not meet the Standard

Average time to complete a repair

- Emergency repairs – average time for all jobs reported (hours)
- Routine repairs - average time for all jobs reported (days)

Repairs completed right first time

- Emergency repairs – number right first time, total number reported, % right first time
- Routine repairs - number right first time, total number reported, % right first time

Average cost of repairs per property

- Flats
- Houses

Appointments attended at agreed time

Emergency repairs – number on time, total number reported, % on time  
Routine repairs - number on time, total number reported, % on time

Appointments missed by resident

- Emergency – number missed, total number reported, % missed
- Routine – number missed, total number reported, % missed

Complaints received relating to the repairs service

- Repairs complaints as a % of all complaints, total number of each

All performance will be reported against target, with a year-to-date figure in each reporting cycle and a year-end figure provided annually

### **Customer satisfaction**

% of residents who say they are satisfied that their landlord provides a home that is well maintained

% of residents who had a repair in the last 12 months and say they are satisfied with the time taken to complete their most recent repair after they reported it

% of residents who had a repair in the last 12 months and say they are satisfied with the overall repairs service from the landlord in the last 12 months