

Repairs and Maintenance Policy



Scope: All property assets owned by Housing Solutions

Author: Head of Repairs

- Legislation:**
1. Landlord and Tenant Act 1985
 2. Homes (Fitness for Human Habitation) Act 2018
 3. Housing Health & Safety Rating System Regulations 2005.
 4. Social Housing (Regulation) Act 2023 (Awaab's Law Regulations)
 5. Hazards in Social Housing (prescribed requirements) Regulations 2025.
 6. Defective Premises Act 1972
 7. Environmental Protection Act 1990
 8. Health & Safety at Work Act 1974
 9. Management of Health & Safety at Work Regulations 1999
 10. Control of Asbestos Regulations 2012
 11. Service Charges Regulations 2003
 12. The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
 13. Construction (Design & Management) Regulations 2015
 14. Minimum Energy Efficiency Standard
 15. Fire Safety (England) Regulations 2022
 16. Authorities (Compensation for improvements) Regulations 1998
 17. Common hold and Leasehold Reform Act 2002
 18. Control of Substances Hazardous to Health Regulations 2002
 19. Regulatory Reform (Fire Safety) Order 2005
 20. Building Regulations 2010
 21. Building Safety Act 2022
 22. Equality Act 2010
 23. Fire Safety Act 2021
 24. Homes Standard 2012
 25. Modern Slavery Act 2015

Approved by: Board

Date of approval: March 2026

Date of next review: November 2026

**Regulatory/
Governance** Regulator of Social Housing's Safety & Quality, Transparency, Influence & Accountability, Tenancy, and Neighbourhood & Community consumer

Related Policies:

standards.

1. Asset Management Strategy
2. Procurement Policy
3. Aids and Adaptations Policy
4. Access Policy
5. Complaints & Compliments Policy
6. Damp & Mould Policy
7. Empty Homes Policy
8. Standing Orders and Financial Regulations
9. Fire Safety Policy
10. Gas Safety Policy
11. Electrical Safety Policy
12. Asbestos Management Policy
13. Water Hygiene & Legionella Policy
14. Vulnerable Customers Policy
15. Mutual Exchange Policy
16. Planned Maintenance Policy
17. Equality and Diversity Policy
18. Tenancy Policy
19. Recharge Policy

1. Policy Statement

- 1.1 This policy is aligned to our corporate strategy of creating Safe, Satisfied, and Sustainable homes for residents.
- 1.2 This policy defines our commitment, standards and approach to delivering an excellent repairs and maintenance service for our residents by clearly setting out for all parties the following objectives:-
 - Keeping residents safe in their home.
 - Ensuring homes are 100% compliant with all relevant legislation.
 - Safeguarding the future of homes, providing cost-effective repairs, and a flexible and responsive maintenance service taking full account of the Safety and Quality Standard.
 - Support investment in our housing estates & homes.
 - Completing and maintaining a full stock condition survey, renewed on a rolling five year cycle.
 - Providing value-for-money services and continual improvements to our repairs service.
 - Protecting the environment and addressing fuel poverty.
 - Supporting residents, especially those that are vulnerable.
 - Providing easy to access and up to date information on the status of repairs.

2. Scope

- 2.1 This policy covers all emergency, responsive, void, compliance and planned works managed by our Asset Management team whether undertaken by directly employed operatives or external contractors.
- 2.2 It is the overarching guide to repairs and maintenance of all homes and associated areas owned by Housing Solutions whether wholly or in part, subject to individual leasing or other relevant management agreements.
- 2.3 It will ensure our properties are maintained in line with regulatory standards and our long-term investment programme.
- 2.4 This policy relates to all residential tenure types, subject to individual leasing and contractual agreements. This includes the communal areas, services and structures of buildings which include leaseholder properties that we own and/or manage.

3. Roles and Responsibilities

Role / Team	Responsibilities
Board	<ul style="list-style-type: none"> Responsible for approving and supporting this policy, including any amendments to it
Executive Team	<ul style="list-style-type: none"> To support and ensure the proper application of this policy.
CEO	<ul style="list-style-type: none"> To support and ensure the application of this policy. Ensure suitable long-term investment in the repairs service.
Executive Director of Property & Development	<ul style="list-style-type: none"> To ensure full implementation of the policy Ensure the availability of adequate funds to deliver the service.
Assistant Director of Property Services	<ul style="list-style-type: none"> To ensure full implementation of this policy. Be accountable for colleague training, budgetary controls, engaging with involved residents, and managing continuous improvement. To ensure all work is carried out safely within the company standing orders. Ensure the service takes account of resident feedback and requirements
Head of Repairs	<ul style="list-style-type: none"> Responsible for the delivery and management of the responsive repairs service on a day-to-day basis. To effectively manage the direct labour organisation (DLO) and contractors. To ensure VfM in the delivery of the responsive repairs service. Ensure KPI performance is achieved. To ensure the safety of all team members and residents in the delivery of the service. To undertake effective contractor management

Supervisors	<ul style="list-style-type: none"> • To directly manage the work issued and carried out by the DLO and contractors. • To ensure consistent quality via spot check and post inspections by both the DLO and our contractors. • To be the first point of contact for residents and colleagues for the repairs service.
Works Planning Team	<ul style="list-style-type: none"> • To effectively plan DLO diaries to ensure maximum productivity in attending repairs. • To ensure contractors are held to account for works to be completed within due dates specified. • To undertake Control of Works in Progress (WIP) within optimal levels
DLO and contractors	<ul style="list-style-type: none"> • To ensure they are always working in a safe and appropriate manner, following all health and safety advice, guidance and risk assessments in place. • Ensuring wherever possible works are completed on the first visit. • To work with our residents to positively resolve all repair maintenance issues.
Corporate Health and Safety Manager	<ul style="list-style-type: none"> • To act as the appointed Responsible Person for compliance with all health & safety legislation.
Head of Fire and Compliance.	<ul style="list-style-type: none"> • To act as the appointed Responsible Person for compliance. • To ensure that the organisation effectively manages all aspects of fire safety in line with the requirements of the Regulatory Reform (Fire Safety) Order 2005, the Fire Safety Act 2021 and the Fire Safety (England) Regulations 2022. • Ensuring all fire risk assessments are completed and that all remedial work identified is completed within the required timeframe.
Compliance Manager.	<ul style="list-style-type: none"> • Responsible for planning and delivering the programme of works for compliance-based maintenance as set out in table 13.34. To undertake effective contractor management.
Compliance Coordinators	<ul style="list-style-type: none"> • To coordinate the work for compliance-based works, including any repair(s) identified during visits.
Head of Contracts	<ul style="list-style-type: none"> • To provide VfM to services delivered. • To control and mitigate contractual risk. • To provide management and repairs data to control spend and quality of materials.

Surveying Services Manager	<ul style="list-style-type: none"> • Responsible for the planned programme of works delivery for replacements such as kitchens, bathrooms, doors, windows, roofs, major repairs, fire safety improvement projects, adaptations, alteration requests, energy performance and compliance with Decent Homes Standards and disposals. • To undertake effective contractor management
Surveying Team	<ul style="list-style-type: none"> • To effectively deliver planned maintenance programmes. • To work with our residents on more complex repairs. • To offer guidance on dealing with Damp and Mould. • To provide specialist support and management of any potential cases of disrepair.
Procurement Manager	<ul style="list-style-type: none"> • To engage independent contractors for specialist planned maintenance, compliance preventative maintenance and improvement works. • To ensure compliance with procurement legislation and company standing orders.
Housing Officers	<ul style="list-style-type: none"> • To carry out effective estate inspections, ensuring the internal and external communal areas on our estates remain safe and well-maintained.
Contact Centre	<ul style="list-style-type: none"> • To log emergency and responsive repair requests received from residents via email, phone and the Housing Solutions app or our resident portal.
External Health and Safety Consultant	<ul style="list-style-type: none"> • Ensuring independent review of the repairs service, always ensuring safe operation.
External Technical Auditors	<ul style="list-style-type: none"> • To provide independent assurance to the quality control of works completed, ensuring compliance and a high standard of repair.
Residents	<ul style="list-style-type: none"> • To inform Housing Solutions of any relevant health/mobility issues which could make them vulnerable and/or affect the priority afforded to repairs as well as practicalities such as access to enable reasonable adjustments to be made. • Responsible for complying with the terms of the tenancy agreement for residents and homeowners, including reporting of all instances of damp and mould within the property as well as providing access in line with both the Tenancy Agreement and Access Policy for inspection and repair. • Co-operating with steps taken to collate data about property usage or characteristics including any devices installed to record or monitor humidity such as sensors. • The tenancy agreement recommends that the customer arranges adequate household contents insurance for the home that they occupy.

4. Repairs Budget

- 4.1 The Repairs service is required to operate within specified budget constraints. The new budget is set in April for each financial year. The repairs budget is monitored regularly throughout the year by the designated budget holders within the Asset Management directorate. This will help ensure consistent and efficient financial control with decision making as and when necessary to regulate expenditure against the budget.

5. Repair Responsibilities

- 5.1 Housing Solutions will provide a flexible, accessible and cost-effective repairs service to all our eligible residents to comply with both our statutory obligations and this policy.
- 5.2 Repairs and improvements as set out within Appendix 2 will be focused on ensuring all our homes are safe and secure and that the structure, services, component and public area boundaries are maintained to a good standard, in line with current regulations, and free from dis-repair.
- 5.3 Residents and their guests are expected to treat their homes and the communal areas with respect and In line with our Tenancy Agreements and Policies, Damage caused by willful, or inappropriate behavior will be subject to a recharge cost as set out within this policy.
- 5.4 Residents' obligations include the undertaking of minor repairs and maintenance within their home which fall outside of Housing Solutions responsibility. Details of specific Resident responsibilities are included within Appendix 2, but this is not intended to be an exhaustive list
- 5.5 All tradespeople acting on behalf of Housing Solutions will treat residents' homes with respect, ensuring work is completed in a safe, clean and appropriate way. For repairs to be completed safely, residents must ensure that their home is suitably clean, free from obstructions and hazards that may impede the work. We reserve the right to reschedule the work if this is not the case.
- 5.6 Housing Solutions will respond to requests for repairs based upon a priority system as detailed within this policy. Full account will be taken of all known vulnerabilities of the residents relevant to the situation.
- 5.7 Housing Solutions will provide advice, guidance and support on the safe use of homes and how to ensure a positive experience, residents must always adhere to this advice.
- 5.8 Despite the best efforts of Housing Solutions and our partners, sometimes events occur outside our control. It is therefore important for all residents to have suitable contents insurance cover in place to protect their belongings.

6. Repairs in newly built homes

- 6.1 We will ensure that the repairs outlined above will also apply in cases where a defect arises in a newly built home. However, in these circumstances for a period after the property is handed over to Housing Solutions and resident first moves in, it is normally necessary for the contractor who built the property to investigate and remedy the defect. In these circumstances it is not always possible to complete works to the time periods outlined in this policy.
- 6.2 The new homes benefit from a 12-month defects period where repairs to faulty materials or workmanship will be the responsibility of the Developer to repair. The timescales to complete these repairs follow those outlined in the policy.

7. Shared Ownership

- 7.1 New build shared ownership homes benefit from a 12-month defects period from the date of handover from the Developer. Details of the actions and support provided by Housing Solutions are set out in a separate, dedicated policy for shared Ownership.
- 7.2 Shared ownership leases funded after 2021 may also have an Initial Repair Period, where we are responsible for essential repairs to the structure of the building and the shared owner can claim on a £500 per year allowance towards the costs of essential repairs to fixtures and fittings in the property. For the avoidance of doubt the Initial Repair Period must be set out in the lease for a shared owner to be able to make a claim.
- 7.3 During the Initial Repair Period, Housing Solutions will be responsible for essential repairs to the outside of the building, and structural repairs to walls, floors, ceilings and stairs inside the building to the extent that these are not covered by a building warranty or insurance policy.
- 7.4 Shared owners will also be able to claim up to £500 per year from us towards repairing or replacing (if faulty) fixtures and fittings that supply water, gas or electricity to their property (e.g. sinks, baths or pipes), or heat the property (e.g. boilers or radiators). For the avoidance of doubt, shared owners will still be required to service and maintain any installations according to the manufacturers' specifications (e.g. regular boiler servicing), and cannot claim for damage caused.
- 7.5 Shared owners wishing to make a claim must use a Trustmark-approved tradesperson,

8. Disrepair

- 8.1 Housing Solutions has a statutory obligation to keep our properties in a good state of repair. Housing Solutions repairs service serves to mitigate against any potential disrepair. Residents, staff, and contractors must promptly report to Housing Solutions any repairs that we are responsible for. Housing Solutions staff and contractors are expected to notify the relevant teams promptly where a disrepair issue is raised or anticipated.
- 8.2 Housing Solutions cannot be held legally liable for disrepair until we have been notified of the need for a repair and have had a reasonable period to undertake the required repairs. Any claims for disrepair will be dealt with in line with our Disrepair procedure. Housing Solutions remain completely committed to ensuring all our homes are free from disrepair and we would encourage all our residents to contact us as soon as any repair requirements become apparent.

9. Pests

- 9.1 It is the resident's responsibility to deal with any pests in their own properties. This includes but is not limited to vermin, birds and insects. However, Housing Solutions will deal with infestations that are due either to:
 - A build defect in the fabric of the property allowing entry to the pest or providing an environment which causes it to spread or thrive.
 - The infestation has clearly spread from an internal communal area which Housing Solutions is responsible for, e.g. an internal corridor or lounge, a laundry area, etc.
 - It is part of a wider infestation affecting multiple properties in a block
 - Where Housing Solutions deals with infestations which arise from a resident's lifestyle, we reserve the right to recharge the resident for the cost of the works.
 - When residents report pest problems to us, we will recommend appropriate action to them.

10. Residents who may pose a risk to employees or contractors

- 10.1 Where we are aware of any warnings, via our red flag system about the occupants of a property, we will share relevant information with our employees and contractors. This will be done in line with our Data Protection policies and procedures. Appropriate steps to protect visitors to the home such as visits in pairs may be adopted as necessary.

11. Definitions

11.1 Response times:

All our responsive repairs will fall under three categories:

- An emergency 4-hour response
- An urgent 3 working days response
- A suitable appointment slot at the convenience of the resident within 21 working days

11.2 Repair appointments: We will provide an appointment service for responsive repairs carried out by our in-house maintenance and contractor teams where access to a property is required

11.3 Vulnerable residents: Our approach to vulnerability is set out in detail in our Vulnerable Customers Policy. We include in our description of vulnerability, young people under 18; people in need of community care and support services and anyone who experiences difficulties with everyday living or needs additional support to meet their obligations. In shaping and delivering services to vulnerable people we will use a partnership approach, building strong relationships with support agencies, developing service level agreements where appropriate, to ensure an effective response to the needs of vulnerable residents

11.4 Responsive repair: A responsive repair is a task raised by our internal teams or reported by, or on behalf of a resident. A responsive repair is a task to facilitate the repair, replacement or adaptation of an existing asset or element of a larger component.

11.5 Communal repairs: A repair, for a shared common area, that can be reported by residents, staff or other members of the public.

11.6 Planned Maintenance: Planned maintenance repairs are carried out either following a responsive repair which has been made safe or based on information from the Stock Condition Survey. More details on Planned Maintenance can be found in our Planned Maintenance Investment Policy.

11.7 Compliance preventative maintenance: compliance preventative maintenance repairs are required to maintain equipment and services for health and safety purposes or for efficient operation of equipment.

11.8 Void repairs: take place before a new resident moves into the property, or when no one is occupying the property. This could be a new or improved property, where a previous resident has given notice, an abandoned property or a property becoming vacant following the death of a residing resident. More details on void repairs can be found in our Empty Homes Policy.

11.9 Stock condition survey: A stock condition survey allows us to collect information relating to the Government's Decent Home Standard, and about the property in general. This is used to identify and programme future replacement works.

11.10 Quality assurance: To attend during or after works have been completed to ensure the repair is of high quality and the monitoring of value for money.

- 11.11 Qualifying improvements: Residents may have the right to claim compensation from us at the end of their tenancy for qualifying home improvements.
- 11.12 Rechargeable repairs: A rechargeable repair is deemed where Housing Solutions reserves the right to charge their residents for damage caused by neglect, willful damage or misuse.
- 11.13 Works order variation: A set amount that orders issued can be varied by, to allow completion, subject to current standing order guidance.
- 11.14 Mutual exchange: A mutual exchange is when residents of the same or alternate housing associations exchange properties.
- 11.15 National Housing Federation (Natfed) schedule of rates: a comprehensive technical specification with a fully specified schedule of rates for repairs.
- 11.16 Cyclical Maintenance Engineer (CME): we offer a CME service to our care, supported and sheltered residents, offering regular visits to complete the maintenance to these properties.
- 11.17 Scrutiny & Improvement Team (SIT): a group of involved Housing Solutions residents who work in partnership with us to improve our services and hold us to account as a landlord.
- 11.18 Boundary fence: Any Housing Solutions fencing abutting the road or public footpath
- 11.19 Dividing fence: Any Housing Solutions fencing separating a property from a private neighbouring property or properties

12. Legislation

- 12.1 Housing Solutions will ensure that we remain compliant with the legislation and guidance set out on page 1 of this policy. We will also ensure that we remain up to date with any changes in legislation, guidance and best practice.

13. Delivery of Service

Reporting of repairs

- 13.1 Housing Solutions will maintain a dynamic, live system for the reporting of repairs and emergency situations by our Residents and other stakeholders. The pathway to reporting a repair will be continuously reviewed to ensure it accommodates the differing needs of our residents.
- 13.2 The use of new and innovative technology is a central pillar of our Corporate Strategy and as such raising a repair with access to a real time appointment diary via digital means such as our website, resident portal and bespoke app will be a central offering for those with appropriate levels of digital access.
- 13.3 For residents where a digital format is not their preferred choice or where digital access is challenging, more traditional routes via our 24-hour Contact Centre will remain available.

Our repairs service can be accessed by all Residents 24 hours a day, throughout the year via our Contact Center and the Housing Solutions app.

Emergency repairs must be reported to our 24/7 Contact Centre by telephone using 01628 543 101.

Repair Appointments

- 13.4 The routine repairs service is delivered via a comprehensive and flexible dynamic appointment system based on the following time slots throughout the day.

Appointment for all directly delivered routine repairs can be selected and agreed in real time at the first point of contact with either a Housing Solutions team member or via our digital platforms.

13.4.1 A.M. 8am to 1pm

13.4.2 P.M. 12.30pm to 5pm

13.4.3 All day – 8am to 7pm

13.5 In the unlikely event that a pre-determined appointment cannot be attended by a Housing Solutions operative, the resident will be contacted by the planning team as soon as possible. A new appointment within our available appointment slots will be arranged at the resident's convenience.

13.6 Missed appointments – residents may be recharged in accordance with our Recharge Policy if upon arrival as per the agreed appointment there is no access to the property.

For the delivery of more specialist works where an external contractor is required, we will work closely with our specialist contractors who will make appointments directly with our residents to ensure a seamless service. All information shared with contractors will be shared in strict accordance with our Data Protection policies.

Response times

13.7 The table in Appendix 1 lists all works to be attended to within 4 hours. A list is also included for repairs to be attended to within 3 working days for non-emergency but urgent repairs. All other repairs are to be undertaken via a suitable appointment.

13.8 As per our resident Tenancy Agreement, all our residents have an obligation to allow access for essential repairs and compliance works such as annual landlord gas safety checks.

Responsive maintenance delivery

13.9 Our maintenance engineers will adopt a "Right First Time" approach, endeavoring to complete a repair in one visit to the property. Where it is not possible to complete the repair on the initial visit, the engineer will arrange a second appointment convenient for the resident before leaving the premises.

13.10 For repairs that require two visits from the outset e.g. where a first appointment might measure up so that we can source specific materials such as glass, we will endeavor to notify the resident at the time of booking the appointment.

13.11 Void works are carried out when a property is vacated. Works completed meet the void standard, along with compliance checks, as set out in our Empty Homes Policy.

13.12 Communal repairs are carried out to the exterior and shared area of the block. All residents, including Leaseholders, can report responsive repairs for communal areas, such as communal corridors of their home (providing it is shared with other Housing Solutions residents and in the control of Housing Solutions').

13.13 We facilitate the provision grant-funded major adaptations by the local authority, and we directly fund minor adaptations. Please see our Aids and Adaptation policy for further details.

Rechargeable Repairs

13.14 Housing Solutions reserves the right to recharge residents for any repairs caused because of neglect, willful damage or misuse (including accidental damage) by a resident, their family or their visitors. We will also recharge residents for works listed as resident responsibility in section 3 of this policy and any works highlighted between tenancies to correct any neglect, willful damage, misuse (including accidental damage), and unauthorised alterations to the property during the tenancy

and for the removal of items left in the property. All repairs will be charged at the current version Housing Solutions are using under Natfed rates.

13.15 Where practicable, a £50 deposit will be requested for rechargeable repairs. All rechargeable repairs will be payable 30 days from the date the invoice is sent to the resident.

13.16 We also recharge residents for misuse of the emergency call out service, to the value of £25

13.17 Missed appointments

- Where we have confirmed an appointment and on attendance there is no access we will recharge the resident for this missed appointment, to the value of £15.
- Where a resident refuses access for essential repairs, Housing Solutions will use appropriate methods to ensure the completion of all necessary work, in line with the Health & Safety Policy and/or Tenancy Agreement.

Compensation

13.18 Our residents may have the right to compensation where we have failed to repair or replace a qualifying repair within the completion target time. If we fail, after receiving notification, to complete the qualifying repair, the resident will be entitled to compensation of £10 plus £2 per day (up to a maximum of £50) for every day the repair remains incomplete. Qualifying repairs can be found in The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994 and Housing Solutions Compensation Policy.

13.19 Residents can also seek compensation for a missed appointment where no reasonable notice of cancellation has been given, or if a resident misses an appointment where no notification is given prior to our engineer's arrival. The standard charge for this is £15 for both residents and Housing Solutions.

13.20 We will offer compensation for use of fan heaters (1st October to 31st March) and dehumidifiers (where these are necessary as part of any repair) at a rate of £5 per day to contribute towards additional utility costs.

13.21 All compensation payments will be made in line with the Compensation Policy.

13.22 The right to compensation may not apply where the resident has failed to provide access for an inspection for the qualifying repair to be carried out.

Insurance claims

13.23 Housing Solutions maintains buildings insurance which covers building defects, but not residents' contents. Claims for damage to residents or other third-party possessions will only be considered where there is clear legal liability.

13.24 In other circumstances it is the responsibility of the resident to make a claim under their home contents insurance. For this and other reasons we encourage all residents to obtain home contents insurance.

Planned Investment Works

13.25 To ensure we continue to provide high quality homes for our residents in the future our long-term property investment programme is designed deliver on our

commitment to ensure 100% decent homes and 100% compliance across all tenure types. More than that, we aim to ensure our homes meet the expectations of our residents.

13.26 To ensure coherent planning and value for money, we have a comprehensive investment programme for major components of our homes. This includes kitchens, bathrooms, windows, doors, roofs, boilers etc. This is based upon a long-term investment strategy over a 30-year period, driven in part by the following component lifecycle periods.

Kitchen	25 Years
Bathroom	30 Years
External doors	35Years
Windows	35 Years
Roofs/Rainwater goods	70 years
Boiler	15 Years

13.27 Our programmes cover both component replacement, based upon the above pre-determined lifecycles, and building fabric repairs identified by a comprehensive and ongoing stock condition survey programme.

13.28 The rolling programme of surveys is based upon a 5-year cycle considering the nature of the buildings themselves as well as input from resident consultation, maintenance staff recommendations and responsive repairs recorded on our systems.

13.29 The estimated lifecycles of these components can be extended and amended based upon the judgement of our stock condition surveyors or members of the asset services team as well as part of a wider smoothing exercise applied to the programme to ensure relative consistency in the annual investment levels and budget.

13.30 Further details of our Planned Investment Works can be found in our Planned Maintenance Investment Policy.

Compliance Preventative Maintenance

13.31 In addition to the above investment programmes the Asset Management team manage a wide range of planned preventative servicing inspections for which we are responsible. This inspection and servicing regime ensures the safety and efficient operation of these important systems.

13.32 The table below captures our inspection and service regime:

Area	Frequency
Gas (LGSR)	Annually
EICR testing – Domestic and Communal	5 yearly
EICR testing – mobile homes	3-year cycle
Lift testing	Quarterly
Lift insurance inspections	6 monthly
Legionella sampling	Annually
Legionella risk assessments	Biennial
Fire risk assessments	Annually or as required
Fire alarm maintenance	Various (3/6 monthly)

Area	Frequency
Fire equipment such as fire blankets, hose reels and extinguishers.	Annually
Air conditioning	6 monthly
Emergency lights	Annually
Dry risers	6 monthly
Automatic opening vents (AOV's)	Annually
Sprinkler systems	Annually
Sewage pumps	Quarterly
Air source heat pump servicing	Annually
Electronic doors, gates and roller shutters	Annually
PAT testing	Annually
Lightning protection	Annually
Door entry system	Annually
Fall arrest system	Annually
Equipment in care/ supported homes: Tumble dryer duct cleaning Warden call system Bed pan washers Kitchen equipment servicing, including filters, extraction cleaning Deep cleaning Laundry equipment Nurse call systems	Annually
TMV testing	Annually
PHA equipment servicing (adapted baths, hoists)	Annually
Play areas	Monthly And quarterly

13.33 Compliance preventative maintenance is organised by the compliance coordinators in asset management and is organised in advance of the service becoming due.

13.34 The compliance preventative maintenance programme is organised, monitored and recorded by a dedicated team within the asset management department with assurance provided to the wider organisation via monthly reporting on all compliance-based work streams

13.35 Any works arising from such service / inspection will be scheduled for completion by the compliance coordinators.

13.36 For more information about technical servicing or detailed procedure of a service please see the related policies, Fire Safety, Gas Safety, Electrical Safety, Asbestos Management and Water Hygiene and Legionella Policies.

Quality Assurance

13.37 Housing Solutions will carry out post inspections on 5% of all responsive and compliance repairs in addition to 100% of all voids and 75% planned works to ensure that they have been carried out to a high quality and to monitor value for money.

13.38 Of those inspections required for responsive, compliance and planned there will be an element of random selections based on completions. Remaining inspections will be driven by last month's quality and resident satisfaction surveys, along with high value repairs.

13.39 Additionally, a post-inspection will be undertaken whenever a stakeholder notifies us

that the quality of workmanship is unacceptable. This will be undertaken by the relevant supervisor/surveyor as detailed above.

13.40 Housing Solutions follow the NatFed specification of workmanship and materials guide as included with the version 7 schedule of rates to ensure quality control.

13.41 Asset Management work with the Procurement Team to tender works to contractors and suppliers for maintenance works and materials to be supplied, continually working with suppliers to ensure the VFM is achieved on all materials.

Damp and Mould

13.42 We have a dedicated Damp, Mould, and Condensation team to undertake both surveys and remedial works to ensure our homes remain free from dampness and Mould. We provide our residents with information regarding damp and mould through the following:

- When residents report an issue with damp and mould, we will give them advice over the telephone through our Contact Centre.
- When required we will visit the affected properties to determine the cause and advise/take action accordingly.
- All reports of significant or emergency damp and mould hazards will be responded to within the published Awaab's Law timescales.
- We have published an information document as a useful guide on the effects of Damp and Mould and what can be done to prevent it ("Keeping safe and well in your home: a guide to preventing condensation and mould in your home"). The guide is issued upon sign up to a new home and when residents report issues to us.
- Further information is available on our webpage.
- As part of an ongoing commitment to understand the quality of our homes a condition survey will be completed every five years including a HHSRS assessment for damp and mould concerns.

14. Leaseholders and Homeowners repairs service

14.1 Following consultation with our SIT panel, Housing Solutions recognise that our shared owners, leaseholders, and homeowners wish to access the use of a qualified and trusted maintenance operative. We are therefore able to offer the use of our repairs service to these residents using the pricing guidance below:

Hourly rate for all trades	£65 per hour* Minimum 1 hour charge
Emergency attendance fee on top (within 4 hours)	£35 one off charge

All prices and services are subject to VAT on top. *Rounded to the nearest half hour, and dependent on the availability of our maintenance operatives.

15. Vulnerable residents

Housing Solutions will provide a fair and equitable service to all our residents and within the guidelines set out within the Equality and Diversity policy. Our Vulnerable Customer Policy defines those who may require additional support in accessing our services. We will make all reasonable

adjustments for these individuals in the delivery of our service and endeavor to accommodate their specific needs and those of their support network throughout the process of completing any repairs.

16. Consumer standards

This policy meets the requirements of the Regulator of Social Housing Standards, in particular the Governance and Financial Viability standard regarding compliance with relevant legislation, regulatory requirements and accountability.

17. Equality & Diversity

17.1 Housing Solutions recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy, and the Equalities Act 2010. Housing Solutions works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. Housing Solutions will record, analyse and monitor information on ethnicity, vulnerability and disability in line with our Equality, Diversity and Inclusion Policy.

18. Confidentiality

18.1 Under the Data Protection Act 2018 and the UK General Data Protection Regulation (UKGDPR) 2021, all personal and sensitive organisational information, however received, is treated as confidential. This includes:

18.2 Anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member

18.3 Sensitive organisational information.

18.4 Housing Solutions employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

19. Review and ongoing monitoring

19.1 This policy will be reviewed on a 3 yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions policy.

19.2 All items in this policy will be subject to Housing Solutions Resident Involvement Strategy. All significant repair matters affecting residents' homes or their neighborhood will go before the Service Improvement Team which is formed of mainly residents and the Head of Repairs. The information collected from the residents' feedback is investigated and analysed by the Business Improvement team to see if this could be done differently or more effectively.

19.3 Housing Solutions uses Key Performance Indicators (KPIs) to monitor and benchmark its services and performance against set criteria and standards. KPIs are reviewed annually in line with performance with an assumption that performance will continually improve. Our current KPIs include:

20.3.1 Percentage of Emergency Repairs completed within target (4 hours)

20.3.2 Percentage of Routine Repairs completed within target (21 working days)

20.3.3 Percentage of residents satisfied with most recent responsive repair

- 20.3.4 Percentage of responsive quality inspections completed
 - 20.3.5 Percentage of responsive repairs completed on first visit
 - 20.3.6 Percentage of repairs logged via the portal or app
 - 20.3.7 Number of homes made decent
 - 20.8.8 Total cost of void works
 - 20.3.9 Number of working days to complete a minor and a major void
 - 20.3.10 Number of residents satisfied with the condition of the property when moving in
 - 20.3.11 Number of properties with a valid gas safety certificate
-
- 19.4 Housing Solutions reports on KPIs monthly to Senior Managers and the Executive Team. Performance is reported quarterly to our Board and to residents.
 - 19.5 Regular reports will be submitted to provide assurance to the Executive Team and Board members detailing performance in relation to commissioning and managing the repairs service. This is to ensure that objectives and targets are achieved.
 - 19.6 Any specific and significant risks regarding the repairs service will be highlighted and managed via the operational risk register.
 - 19.7 Housing Solutions will ensure that all repair responsibilities, relevant Policies, reporting methods, service standards and all other relevant information is readily available to all its residents in easily readable format.

20. Appendices

- **Appendix 1:** Priorities and response times for general needs homes and independent living schemes.
- **Appendix 2:** Summary of Repairs Responsibilities
- **Appendix 3:** Awaab's Law and Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 Responsibilities
- **Appendix 4:** Approved Contractor Standard.

Appendix 1: Priorities and response times for general needs homes and independent living schemes

Emergency - Respond within 4 hours
<ul style="list-style-type: none"> • Where premises are unsafe following vandalism or hate crime, Domestic Abuse, immediate threat of harm or concerns for welfare
<ul style="list-style-type: none"> • Blocked drains forcing water back up into the wash basin, bath, sink or only toilet
<ul style="list-style-type: none"> • No drinking water supply
<ul style="list-style-type: none"> • No heating or hot water between 1st October and 31 March • (After 7pm in-person call-outs are limited to requests from vulnerable residents)
<ul style="list-style-type: none"> • Total loss of power (electricity)
<ul style="list-style-type: none"> • Gas leak
<ul style="list-style-type: none"> • Unsafe power supply, lighting sockets or electrical fittings
<ul style="list-style-type: none"> • No total lighting on shared staircases
<ul style="list-style-type: none"> • Storm, accident, or flood damage to the building
<ul style="list-style-type: none"> • Lift breakdown (if only lift)
<ul style="list-style-type: none"> • Make safe broken glass where there is a security or injury risk
<ul style="list-style-type: none"> • Removing obscene and racist graffiti from shared areas
<ul style="list-style-type: none"> • Security issue with windows and doors (possible public access only)
<ul style="list-style-type: none"> • Faulty fire alarm (communal/domestic)
<ul style="list-style-type: none"> • Unable to exit communal fire escape
<ul style="list-style-type: none"> • Carbon Monoxide alarm activation
<ul style="list-style-type: none"> • Extreme weather (frozen pipes, wind damage, high temp)

Urgent - Respond within 3 working days
<ul style="list-style-type: none"> • Partial loss of power (electricity) to part of your home (a total loss of power would be an Emergency)
<ul style="list-style-type: none"> • No water supply to part of your home
<ul style="list-style-type: none"> • No flushing toilet (if not the only toilet in the property, then a routine repair)

<ul style="list-style-type: none"> • No heating or hot water between 1 April and 30 September (Vulnerability will be taken into account)
<ul style="list-style-type: none"> • Door entry system not working (isolate supply to allow free access)
<ul style="list-style-type: none"> • Tap you cannot turn off
<ul style="list-style-type: none"> • Banister, grabrail or handrail that is loose or has come away
<ul style="list-style-type: none"> • Defective flooring including stairs and communal areas
<ul style="list-style-type: none"> • Leaking roof, gutter or downpipes, if they are causing internal damage to the property
<ul style="list-style-type: none"> • Inspection Falling masonry
<ul style="list-style-type: none"> • Low battery warning on smoke or carbon monoxide alarms, Aico sensors
<ul style="list-style-type: none"> • Containable leak likely to cause damage
<ul style="list-style-type: none"> • If more than one exit and unable to exit front or rear door
<ul style="list-style-type: none"> • Severe damp or mould

Supported Living, Sheltered Schemes and Care Homes - 24 Hours response
<ul style="list-style-type: none"> • Failure of individual nurse call point
<ul style="list-style-type: none"> • Failure of electric mag lock on a secure door
<ul style="list-style-type: none"> • Faulty light in service user's bathroom
<ul style="list-style-type: none"> • Individual emergency lights not working
<ul style="list-style-type: none"> • Loss of heating to service user's bedroom
<ul style="list-style-type: none"> • Extreme weather impact
<ul style="list-style-type: none"> • Loss of heating in communal areas
<ul style="list-style-type: none"> • Loss of lighting to common areas
<ul style="list-style-type: none"> • Fire door not closing
<ul style="list-style-type: none"> • No flushing toilet

Appendix 2: Summary of Repairs Responsibilities

Summary of Repair Responsibilities		
Repair Description	Housing Solutions Responsibility	Resident Responsibility
The structure of the building including foundations, walls, windows, external doors & chimney stacks	✓	
Roofing Repairs / Replacement	✓	
Repairs to rainwater goods excluding Tenant damage	✓	
Repairs to floors & Stairs	✓	
Plaster repairs excluding Tenant damage	✓	
The structural fittings and fixtures of the building including internal doors	✓	
Internal Doors excluding Tenant damage	✓	
Built-in cupboards and joinery	✓	
Fireplaces installed at the point of tenancy	✓	
Kitchen Units excluding tenant damage	✓	
Service installations including drains, inspection chambers, wastes, water pipes.	✓	
Electrical Installation	✓	
Gas Installation	✓	
Alarms, door entry, and warden call systems	✓	
Lifts	✓	
Communal television ariels	✓	
Private television aerials, satellite dishes, and internal reception equipment		✓

Summary of Repair Responsibilities		
Repair Description	Housing Solutions Responsibility	Resident Responsibility
External installation of Fibre Broadband Connectivity via third party provider (installed at the discretion of Housing Solutions)	✓	
White goods supplied by Housing Solutions.	✓	
External works including paths, brick stores, and communal clothes lines within the boundaries of the property	✓	
Paths & walkways	✓	
Property boundary fences and walls that form a boundary with a public road or footpath	✓	
Fixing new or replacement garden fences and gates between homes & gardens, which do not form a boundary with a public road or footpath.		✓
Property specific outbuildings		✓
The repair or renewal of timber sheds/outhouses and greenhouses.		✓
Communal facilities of flats and sheltered schemes, including paths, drying areas, communal lounges, etc.	✓	
Pest control to multiple properties and communal areas of flats and sheltered schemes.	✓	
Pest control to a single property if part of a widely effected purpose-built block of flats	✓	
Unblocking toilets and external drains that are the responsibility of Housing Solutions.	✓	
Providing a full home redecorating pack where a water leak (caused by faulty pipework) has resulted in repair work	✓	
Any repair caused by the neglect, misuse, wilful or accidental damage by a resident, or visitors to the property.		✓
Repair or replacement of any item not supplied by Housing Solutions.		✓
Internal redecorations inc. following a repair and minor plaster cracks and holes of under 3 mm.		✓
Replacement light bulbs (except communal).		✓

Summary of Repair Responsibilities		
Repair Description	Housing Solutions Responsibility	Resident Responsibility
Replacement of lost keys or a resultant change of locks to doors and windows.		✓
Pest control (affecting one property)		✓
Unblocking of sinks, baths, and wash hand basins.		✓
Repair/replace sink, bath, and wash hand basin plug and chain.		✓
External doors – bells, knockers, numbers, and additional door security (except communal).		✓
Internal doors – Ease and adjust and replacement of handles, catches and locks.		✓
Repair/replace toilet seats, shower heads, and hoses.		✓
Broken glass (no crime reference number).		✓
Adjusting heating controls and programmers.		✓
Repair/replace washing lines (except communal).		✓
Replace kitchen unit handles, including ease and adjustment of doors and drawers.		✓
Replace outside catches or bolts (except communal).		✓
Floor coverings (except kitchen and bathroom where supplied by Housing Solutions).		✓
Bleeding air locks from radiators		✓
Resetting tripped electrical switches		✓
Garden maintenance, cutting back of shrubbery, trees, and grass		✓
Internal decoration		✓
The above details are a summary of the repairs policy and should not be considered an exhaustive list		✓

Appendix 3: Awaab's Law and Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 Responsibilities:

Housing Solutions will investigate and make safe any hazards posing an imminent and significant risk of harm (e.g., dangerous gas leaks, exposed live wiring) **within 24 hours** of it being reported.

From October 2025 Housing Solutions will investigate and address significant Damp and Mould Hazards.

We will:

- **Investigate within 10 working days** of a report.
- Provide a **written summary of findings within 3 working days** after the investigation.
- Complete remedial works **within 5 working days** of confirming the hazard.
- Offer **temporary accommodation** if the home cannot be made safe within these timeframes.

Additional legal responsibilities will come into force in 2026 and 2027:

From 2026: Additional hazards such as:

- excess cold,
- excess heat,
- structural collapse,
- falls associated with baths, stairs and floor surfaces,
- fire,
- explosions, and
- electrical hazards.

From 2027: All remaining Housing Health and Safety Rating System (HHSRS) hazards (except overcrowding) that pose a significant risk of harm:

1. asbestos and Manufactured Mineral Fibers (MMF),
2. carbon monoxide and fuel combustion products,
3. entry by intruders,
4. radiation (e.g., radon gas),
5. lighting (inadequate natural/artificial light),
6. noise, and
7. water supply.

Legal Enforcement

These landlord responsibilities are contractual obligations under the Landlord and Tenant Act 1985. Tenants can take legal action if landlords fail to comply.

Appendix 4: Approved Contractor Standard.

APPROVED CONTRACTOR STANDARDS

These standards apply to all contractors (any person commissioned by Housing Solutions to provide goods or services). It is the responsibility of the Contractor to ensure that its employees, agents, sub-contractors strictly comply with these standards.

These standards do not in any way relieve the Contractor of their obligations with regards to the Health and Safety at Work Act and all other Acts and Regulations where applicable pertaining to the work being undertaken.

1. Code of Practice for Approved Contractors

1.1. The image that we present to our residents is important, so our contractors will:

- 1.1.1. Be smart and clean in appearance
- 1.1.2. Be friendly and courteous
- 1.1.3. Be helpful and understanding
- 1.1.4. Respect and show our values: Ownership, Inclusion, Teamwork and Innovation

1.2. **Contractors must not allow:**

Any behaviour which is considered by residents to be:

- 1.2.1. Rude or objectionable
- 1.2.2. Excessively noisy, e.g., use of radios etc.
- 1.2.3. Overly familiar, argumentative, harassing or intimidating
- 1.2.4. Derogatory about customers, contractors, their employer or Housing Solutions

Contractors must not:

- 1.2.5. Work under the influence of alcohol and/or drugs
- 1.2.6. Smoke in or near residents' properties.

1.3. **Identification - the contractor will:**

- 1.3.1. Wear clear, easy to read, identification cards, in a prominent position on the workers' clothing, at all times, which includes:
 - 1.3.1.1. The workers' name & photograph
 - 1.3.1.2. The company's name
 - 1.3.1.3. The company's address and telephone number
- 1.3.2. Use a password if one has been arranged
- 1.3.3. Encourage residents to call the workers company and/or Contractor if they are in any doubt about the work or the worker.
- 1.3.4. Show residents a letter or a works order, which confirms they have been instructed to carry out work on behalf of Housing Solutions or any client or contractor of Housing Solutions.
- 1.3.5. When requested contractors will be required to carry out DBS checks and provide details to Housing Solutions.

1.4. **Quality of workmanship**

- 1.4.1. The contractor will carry out work to a high quality and standard as specified and approved by us whatever the general state of the property. This will include and not be limited to compliance with current Building Regulations, British Standards, and any industry best practice guidelines.
- 1.4.2. Contractors will be required to provide photographs and notes of the work carried out, either by email, completion report or uploading into a contractor portal.

1.5. Visits to residents' homes / care homes

The contractor will:

- 1.5.1. Take all reasonable steps to provide an appointment for residents when arranging access to carry out work in their home. All appointments should be booked within 24 hours of the repair being reported to the contractor and should occur within the repair timescale set by Housing Solutions.
- 1.5.2. Ask permission before entering a resident's home or garden to carry out work.
- 1.5.3. Inform and apologise to residents and their neighbours if the work is likely to cause a nuisance due to dust, noise etc.
- 1.5.4. Provide residents with a full explanation for any delay in starting or completing work.
- 1.5.5. Provide updates on revised dates for starting or completing the work.
- 1.5.6. Notify as soon as possible if the visit has to be cancelled and apologise for any inconvenience caused. Where possible a minimum of 24 hours' notice will be given.
- 1.5.7. Arrange a mutually convenient time to visit for any further work.
- 1.5.8. Ensure that sufficient notice is given when any disconnection of services or interruption of access is necessary
- 1.5.9. Ensure that, where appropriate, any statutory consents are obtained before work commences and that any statutory notices have been applied for
- 1.5.10. Ensure that wherever possible work activities are restricted to normal working hours or that agreement has been received from residents, neighbours and Housing Solutions for any work outside of this time.
- 1.5.11. Ensure that they do not attend a property where there is a lone minor (aged 16 or under)
- 1.5.12. Leave site immediately and report to Housing Solutions whenever they encounter a threatening/potentially violent situation
- 1.5.13. Ensure adequate care is taken in the protection of resident's fittings, furniture, and gardens with the use of dustsheets and screens as required
- 1.5.14. Provide adequate warning and information notices regarding work in progress as may be required.
- 1.5.15. Ensure footpaths and rights of way are always maintained in a safe condition.
- 1.5.16. Not to use radios or other audio equipment whilst working in residents' homes or their immediate vicinity and to only use mobile telephones for business use
- 1.5.17. Take reasonable precautions to prevent pollution from noise, smoke, dust or rubbish.
- 1.5.18. Remove all rubbish generated because of working in Housing Solutions properties
- 1.5.19. Ensure residents and property are left safe and secure before leaving site and that all redundant items are removed from home and garden.
- 1.5.20. Leave a card with the caller's details if the tenant is not in, explaining the reason for the call, providing the contact's name, address, and telephone number.
- 1.5.21. Not bring pets into or around residents' property.
- 1.5.22. Ensure that appropriate levels of self-hygiene are maintained
- 1.5.23. No parking on footpaths, grassed areas and designated resident parking spaces / disabled spaces etc.

- 1.5.24. Make Housing Solutions aware of any safeguarding concerns through agreed reporting roles or processes.

Housing Solutions will:

- 1.5.25. Inform the contractor of any residents who are vulnerable or who should not be approached alone
- 1.5.26. For those residents identified as vulnerable or who should not be visited alone, agree a suitable approach with the contractor to ensure the repair / works are completed with the contractor and resident safety being prioritised.

1.6. **Covid compliance or any such transmissible diseases:**

All visits must comply with the current guidelines set out by Government and Public Health England. This may include ensuring that only operatives with up-to-date vaccination status are sent to care homes, evidence of testing and wearing PPE. If you are unsure what the current requirements are you must contact and agree the necessary action with Housing Solutions.

Contractors must also make themselves familiar with the Housing Solutions Covid Risk Assessments and RAMs.

1.7. **Appointments**

Appointments must be booked with the resident within 24 hours of having been notified of the job and attended to within 14 days of being reported. Should a re-visit be required with parts ordering, following the initial appointment the revisit should be within a 21-day period. If an appointment is missed a charge of £15 will be made to the Contractor.

1.8. **Protection of resident's belongings**

The contractor will make sure that:

- 1.8.1. Furniture, fittings, and carpets are protected by dustsheets. Items of furniture or other possessions will be moved with residents' permission if this offers further protection.
- 1.8.2. If items are breakable or valuable residents should be advised that it would be wiser to move them.
- 1.8.3. Damage to plants, trees etc. shall be avoided as far as possible. If some damage is inevitable this should be discussed and agreed with Housing Solutions and the resident.
- 1.8.4. The area of the residents' home which is affected by the work, should be left clean and free from any debris **at the end of each working day.**
- 1.8.5. Equipment and materials must be removed wherever possible each day unless this is impracticable. In this case it should be safely stored in a position agreed with the resident.
- 1.8.6. If the property is made unsafe or hazardous, the contractor will give the resident and any neighbours who may be affected, adequate warning and the contractor will minimise the risk. The contractor will also inform Housing Solutions of the issue immediately.
- 1.8.7. Operatives must use cover guards to shoes / boots when working in residents' property.

1.9. Leaving residents' homes

When completing works, contractors will:

- 1.9.1. Explain to the resident what has been done and check to see that they are satisfied. If new equipment is installed contractors will leave operating instructions and provide a full demonstration on how to use the equipment.
- 1.9.2. Check that all services are in working condition at the end of each day, during works and when the work is finished.
- 1.9.3. Make sure that the resident's home is safe and habitable overnight and at weekends when the work cannot be completed within one working day.
- 1.9.4. Contractors may also be asked to provide resident satisfaction documentation as part of the post-job process.

2. Safety Standards for Contractors

2.1. Protection of the Public:

Protection of the public is of paramount concern, and any arrangements must allow for the reduced level of awareness of safety risks amongst members of the public.

2.2. Responsibilities

Contractors are required to co-operate with Housing Solutions and individuals in discharging their responsibilities. They must:

- 2.2.1. Ensure that a relevant risk assessment is completed before commencing work and ensure that persons likely to be affected
 - 2.2.1.1. are identified and informed of the risks and appropriate control measures are taken,
 - 2.2.1.2. and are notified of any subsequent changes to these assessments.
- 2.2.2. Ensure that persons under their control follow any rules and procedures (including provision and use of Personal Protective Equipment).
- 2.2.3. Ensure that any other person likely to be affected by their operation is informed of the risks and the measures necessary to remain unharmed.
- 2.2.4. Prepare a specific method statement where required. It must include all the measures necessary to ensure that the operation can be carried out safely and must be submitted and agreed before any work commences.
- 2.2.5. Contractors must satisfy themselves that all tools, plant, or equipment are suitable for the purpose to which the Contractor intends to use them and that they are in good condition and any defects reported without delay. The users must be trained, competent and supervised.
- 2.2.6. Every effort must be made to segregate the general public, especially children, from work areas.
- 2.2.7. Co-operate with Housing Solutions to enable them to carry out their statutory duties.
- 2.2.8. The contractor will be required to comply with the requirements of CDM principal contractor / designer.

2.3. Accident / Incident Reporting / Safeguarding

- 2.3.1. Contractors must have their own Accident Book, and they must record details of all injuries to their employees. All accidents are to be immediately reported to Housing Solutions or any client or contractor of Housing Solutions.

- 2.3.2. The Contractor must inform the Health & Safety Executive and submit an F2508 in the event of a reportable accident to direct or agency employees as defined in RIDDOR. A copy of the F2508 document must be forwarded to Housing Solutions and/or the Contractor.
- 2.3.3. Contractors are also required to keep Housing Solutions or any client or contractor of Housing Solutions informed of the subsequent developments of long-term injuries, diseases, and dangerous occurrences.
- 2.3.4. Contractors are also required to notify Housing Solutions where there are any concerns in relation to safeguarding issues that they may encounter when accessing residents' properties.

2.4. Welfare

- 2.4.1. Any facilities provided by the contractor are to be maintained in a safe and clean condition and any person willfully damaging such facilities will be removed from site and subsequently be liable to being charged for making good.
- 2.4.2. Contractors must assess their first aid needs to ensure adequate and appropriate first aid provision is made for their employees.
- 2.4.3. Smoking and vaping is not permitted on any Housing Solutions sites or properties.

2.5. Minimum Acceptable Standards

- 2.5.1. All tradesmen and operatives employed on behalf of Housing Solutions or any client or contractor of Housing Solutions will have a demonstrable skill level incorporating Health & Safety training at the appropriate level for the activities to be undertaken.
- 2.5.2. Contractors are required to declare and be able to demonstrate the level of Health & Safety training that has been completed by their managers and supervisors, relevant to their responsibilities.

2.6. Risk Assessments

- 2.6.1. The Management of Health & Safety at Work Regulations requires employers and self-employed persons to make a suitable and sufficient assessment of the risks to employees and any others who may be affected by their undertaking and record the significant findings.
- 2.6.2. All risk assessments will be reviewed by Housing Solutions or the contractor prior to commencing work on site. A period must be allowed for this process and therefore method statements must be submitted by a given date and agreed. Failure to comply may result in a delayed start to the operation.

2.7. Method Statements

All method statements will be reviewed by Housing Solutions or the contractor prior to commencing work on site. To allow review method statements must be submitted by a given date and agreed.

2.8. Fire Precautions

2.8.1. Contractors retain the primary duty to ensure that all its workers fully understand and are familiar with the fire precautions. Care must be taken when using any equipment that generates flames, sparks, heat or other similar ignition sources and hot work permits will be required for all such activities. No hot works should be carried out within the final hour of the day's work activity.

2.8.2. Flammable substances must not be brought onto any site without notification in the relevant method statement.

2.8.3. Fire call points, exits and roadways must be always kept clear. Where work may obstruct/affect access to fire exits, call points and fire equipment, notification must be given before this situation arises.

2.8.4. Contractors must identify and provide their own fire extinguishers/equipment on site which must be in a serviceable condition and suitable for the risks involved. Waste materials must be removed from the premises at the end of each day; high risk items must be removed upon completion of their use.

2.9. Asbestos

2.9.1. For any work that involves disturbance of the fabric of the building the contractor must make reasonable efforts to identify the likelihood of presence of asbestos in the area to be worked or disturbed, for example:

2.9.1.1. look for adhesive labels warning of the presence of asbestos,

2.9.1.2. ask for the site asbestos register,

2.9.2. If contractors are working with asbestos containing materials the activities must be in accordance with the Control of Asbestos at Work Regulations, associated government codes of practice and company requirements.

2.9.3. When working with asbestos containing materials, contractors should ensure that their workers are competent to carry out their work and are aware of all associated risks and control measures.

2.9.4. Where risk assessments and method statements have been provided workers must be aware and work in accordance with them. Records of training and competency should be provided when requested.

2.9.5. For further information please refer to the Asbestos Management document. Particular attention should be made to asbestos waste, and the correct process and procedures are adhered to.

2.10. Dress code

The Contractor will ensure compliance with a company dress code, as a minimum all workers must wear:

2.10.1. Identifiable uniform

2.10.2. Appropriate safety footwear with mid-sole protection

2.11. Personal Protective Equipment

2.11.1. The Personal Protective Equipment at Work Regulations require every employer to provide their employees with suitable personal protective equipment to be used at work when they may be exposed to a hazard where there is a risk to their health or safety that cannot be adequately controlled by other means.

2.11.2. PPE must be fit for purpose, kept clean, maintained, and stored in good condition, with any defects reported.

2.12. Disciplinary procedure

Contractors will, when necessary, invoke their disciplinary procedures. Repeat infringements or serious offences may result in individuals being removed from site and may be precluded from other work for that contractor.

2.13. Drugs and alcohol

2.13.1. It is the policy of Housing Solutions or any client or contractor of Housing Solutions to seek to ensure that all its sites are free of the use of alcohol and prescribed drugs.

2.13.2. Housing Solutions or any client or contractor of Housing Solutions will exclude from its sites any person under the influence of alcohol or prescribed drugs.

2.14. Good order – housekeeping

2.14.1. Site tidiness is an essential part of accident reduction and fire prevention programs. Areas where Contractors are undertaking work will be kept in a reasonable state of cleanliness to prevent slips, trips, and fire hazards.

2.14.2. Waste, debris, and off cuts of materials are to be cleared as is necessary but at least daily to ensure other users of the site are not put in danger and that floor areas or structures are not overloaded. No timber or other material with projecting nails shall be allowed to remain in place where they are a source of danger. A good order strategy should be in place to manage this requirement.

2.14.3. All materials / waste removed from site in the first instance should be recycled, or if this is not possible, should be disposed of via an approved waste transfer site and all waste transfer documentation made available to Housing Solutions on request.

2.15. Manual handling

Contractors are to assess the risk and avoid manual handling where reasonably practicable by the use of mechanical aids. Where mechanical aids are not used the contractor is responsible for undertaking a detailed assessment of the residual risks

to be carried out and a safe system of work used to ensure the health and safety of the employee. Suitable PPE should be issued where appropriate.

2.16. Access equipment / ladders and step ladders

2.16.1. All access equipment must be assessed for suitability. Ladders (step and lean to) may only be used for access where there is no suitable alternative, and a risk assessment justifies their use.

2.16.2. It is the contractor's responsibility to ensure that:

- the equipment used is suitable for the task and regularly inspected
- workers are suitable trained in working at height procedures.

2.16.3. Note: Ladders (step and lean to) are not to be used as working platforms unless there is no suitable alternative and a risk assessment justifies their use.

2.17. Lifting operations, excavators, hoists and MEWP's

2.17.1. It is the responsibility of the contractor to ensure that all lifting equipment and accessories whilst working on behalf of Housing Solutions or any client or contractor of Housing Solutions follow the Provision and Use of Work Equipment Regulations and the Lifting Operations and Lifting Equipment Regulations.

2.17.2. All lifting operations must be fully assessed and planned by a competent, appointed person who has adequate practical and theoretical knowledge and carried out in compliance with BS 7121 Safe Use of Cranes.

2.17.3. All lifting equipment including excavators, hoists, and MEWP's, must be accompanied with all current examination, inspection and test certificates and reports for retention by the Principal Contractor.

2.18. Spraying and mixing

All contractors and suppliers utilising pesticides will comply with relevant instructions and be trained in the relevant guidance and British Standards and legislations and will provide evidence of such training on request.

2.19. Tools

Contractor will ensure that operatives shall only use those specific plant and tools for which they are competently trained and authorised to use.

2.20. Monitoring contractor Health & Safety.

Although the ongoing monitoring of health and safety is the contractor's responsibility, formal inspection and / or auditing may be carried out by Housing Solutions (or any client or contractor of Housing Solutions) to monitor safety standards. The Contractor will fully co-operate with this.

Further information on our commitment to health and safety can be found in our Health & Safety Policy.

3. Equality & Diversity

- 3.1.** Housing Solutions (or any client or contractor of Housing Solutions) is committed to equality and diversity and to the elimination of direct and indirect discrimination in all our dealings as an employer and provider of housing and related services.
- 3.2.** Housing Solutions will reflect its duty to promote equality in its procurement functions and will ensure that the protected characteristics are integrated into its procurement processes.
- 3.3.** More information can be found in our Equality, Diversity & Inclusion Policy

4. Anti-Fraud, Theft and Bribery Policy Summary

- 4.1.** Housing Solutions operates a counter fraud, corruption and bribery policy that details the steps that must be taken where fraud, corruption or bribery is suspected or discovered. Any person who becomes aware of any fraud, corruption, bribery, or other illegal act and does not follow this policy could be subject to disciplinary action. The Contractor is required to be cognizant of this policy and to pro-actively cooperate with it.

The key objectives of this policy are for Housing Solutions to:

- 4.1.1.** demonstrate commitment to minimise the risk of these incidents occurring
 - 4.1.2.** safeguard assets and reputation
 - 4.1.3.** provide a framework for whistleblowing
 - 4.1.4.** ensure Employers and employees can declare private interests which potentially conflict with the activities of Housing Solutions
- 4.2.** Fraud and bribery are criminal offences, and the police are likely to be involved. Any individual committing acts of fraud or bribery could be subject to both criminal and disciplinary action.
 - 4.3.** More information can be found in our Anti-Fraud, Theft and Bribery Policy.

5. Modern Slavery

- 5.1.** Housing Solutions will continue to take appropriate steps to ensure that there is no modern slavery or human trafficking in our supply chains. This includes continuing to review our existing policies and procedures considering the requirements of the Modern Slavery Act 2015. Our Modern Slavery statement can be found on our website. All contractors and suppliers must comply with the Modern Slavery Act 2015 and provide all reasonable assistance to Housing Solutions in investigating their supply chains.

6. Social Value

- 6.1.** The Social Value Act applies to Housing Associations and requires us to consider how social value can be provided in service contracts in local areas. Contractors and suppliers consider how they can help fulfil the requirements by working in partnership with the Resident Engagement Team at Housing Solutions. This may include providing work opportunities, e.g. apprenticeships if available or to provide local neighborhood improvement support. As a guide the contractor should endeavor

to provide support in the region of 1% of the service fee annually.

- 6.2. As a requirement of any formal tender exercise, contractors will need to demonstrate to Housing Solutions that they have implemented a clear Corporate Social Responsibility policy and/or culture at their company.

7. Contractor understanding and compliance

- 7.1. This policy will form a part of any subsequent Subcontract or Purchase order.
- 7.2. Contractors are deemed to have read and have understood all the above and will comply with all the requirements of the Code of Practice and Safety Standards when working on behalf of Housing Solutions.
- 7.3. Contractors' policies and procedure shall comply with the Equality Act 2010 and cover the 9 protected characteristics
- 7.4. Contractors are deemed to have read and have understood and committed to comply with Housing Solutions Policies:
 - 7.4.1. Health and Safety
 - 7.4.2. Repairs and Maintenance
 - 7.4.3. Asbestos Management
 - 7.4.4. Electric Safety
 - 7.4.5. Gas Safety
 - 7.4.6. Water Hygiene & Legionella
 - 7.4.7. Fire Safety
 - 7.4.8. Equality, Diversity & Inclusion
 - 7.4.9. Anti-Fraud, Theft & Bribery Policy
 - 7.4.10. Data Protection
- 7.5. Housing Solutions reserve the right to remove or suspend contractors from our approved supplier list if we find them to be in breach of these standards or bring Housing Solutions into disrepute.

8. Probity

- 8.1. Contractors will carry out their work in an accountable and transparent manner and in accordance with the highest standards of probity, professionalism and integrity.
- 8.2. Contractors will not exploit their positions and relationship with Housing Solutions
- 8.3. Contractors will disclose any known relationships with Housing Solutions staff or residents where these may overlap with work carried out on behalf of the organisation
- 8.4. Contractors will disclose any other potential conflict of interest arising from work to be carried out on behalf of the organisation

9. Invoicing

In addition to any other Contract specific payment processes and requirements:

- 9.1.** Contractors will ensure they price and code completed repairs as per agreed rates. Invoices / applications will be disputed and remain unpaid until disputed queries have been resolved to a satisfactory status.
- 9.2.** Contractors are required to respond to requests for further and better details within 2 working days of receipt. Housing Solutions will work collaboratively with contractors in pursuing an amicable resolution.
- 9.3.** Contractors' invoices / applications must detail a full description of works carried out and a breakdown of labour and material costs. Invoices / applications will be delayed for payment if this information is missing.