

REPAIRS AND MAINTENANCE POLICY

REVIEW DATE: APRIL 2026
NEXT REVIEW DATE: APRIL 2028

1. INTRODUCTION

- 1.1 Encircle Housing (EH) will make sure that all properties are repaired and maintained promoting a safe home environment for all its residents and tenants. Repairs and maintenance continue to be a major factor within our homes and for our customers. To ensure value for money, the policy establishes a balance of cost and service delivery excellence.
- 1.2 EH will ensure:
- Day-to-day repairs are carried out within the time periods set out within this policy, to a good standard that customers are satisfied with whilst maintaining value for money
 - We invest in our properties to proactively maintain them at the appropriate standard whilst maintaining value for money and preventing responsive work where possible
 - We have a strong approach to asset management
 - Ensure that homes are free from damp and mould
- 1.3 The policy outlines EH's approach to dealing with responsive repairs, cyclical, planned maintenance and repairs and maintenance performance management.
- 1.4 Note issues such as Legionella, Asbestos, Gas, and electrical services are addressed in the compliance policies covering these areas. Our approach to adaptation is covered in our Adaptation Policy.

2. LEGAL AND REGULATORY RESPONSIBILITIES

- 2.1 This policy complies with the RSH's Home Standard which requires providers, to maintain their homes to:
- Ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance
 - Continue to maintain their homes to at least meet the standards of design and quality that applied when the home was built, or set out in the Decent Homes Standard
 - In agreeing a local offer, ensure that it is set at a level not less than these standards and have regard to section six of the Government's Decent Homes Guidance

- 2.2 In regard to repairs the standard requires providers to:
- Provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time
 - Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes
- 2.3 In operating of this policy EH will comply the legal and regulatory expectations outlined in the following:
- RSH Tenant Involvement standard
 - Disrepair – Landlord and Tenant Act 1985 S11
 - Vandalism – OFT tenancy guidance 2005
 - Insurance – Occupier Liability Act 1957
 - Repairs – Defective Premises Act 1972
 - Gas – Gas Safety (Installation & Use 1998)
 - Statutory Nuisance – Environmental Protection Act 1990
 - Electrics – Electrical Safety regulations 1994
 - Control of Asbestos Regulations 2012
 - Fire Safety – Regulatory Reform Order 2005 & Fire safety Act 2021
 - Building safety Act 2022
 - Standards – Housing Health & Safety Rating System 2004
 - Awaabs Law 2025
 - RPEEPS 2026

3. RESPONSIBILITIES - TENANTS

- 3.1 The terms of our Tenancy Agreement outline the detailed repair and maintenance obligations for EH and the tenant which they accept once they sign this agreement and accept the tenancy for the property.
- 3.2 In summary, to meet our legal responsibilities to tenants renting out properties, EH will:
- Keep the exterior (e.g., roof, walls, doors, windows, paths) and interior (e.g., ceilings, doors, floors) of the building in good repair
 - Make sure pipework internally that provide supplies for gas, water and electricity are in good working order
 - Maintain kitchen and bathroom equipment (where it is fixed in place on letting the property, free standing equipment should be covered by a service charge or gifted to the tenant)
 - Maintain shared areas like entrances and stairways in communal areas.

3.3 EH will not carry out repairs, maintenance or replacement of elements of the property which are the responsibility of tenants. EH expects tenants to:

- Treat their home with care and respect. Tenants will be charged for repairs or damage that we do not consider fair wear and tear

EH will expect that the tenant or their appointee, advocate, support worker to report repair problems to us as soon as possible.

The list below is not exhaustive and is an indication of the works we expect to be supported by our tenants

- Tenants' responsibility:
 - Light or fridge bulbs and fluorescent light bulbs
 - General cleaning duties to patios, decking and ramps as part of the day-to-day cleaning of your home
 - Gritting paths and entrances
 - Blocked toilet/sinks etc. where the cause is an isolated blockage or due to poor hygiene measures.
 - Additional keys to be cut
 - Gaining entry when keys have been lost
 - Items that have either been installed by the tenant or care provider
 - Carpets in individual rooms unless covered by a service charge
 - Keep your home clean and decorated to a reasonable standard (with landlord's permission)
 - Doorbells, and toilet roll holders.
 - Resetting the trip if your appliance causes the tripping of the electricity
 - Pest control unless covered by service charge.

3.4 Allow access for works to take place and inspections such as the annual gas safety inspection and condition surveys.

3.5 Where a non-emergency repair has been requested and it is evident that this is due to customer damage, work will not be carried out unless the customer pays for the full cost of the works in advance of the works being carried out or a payment plan is agreed prior to the works being undertaken.

3.6 Where necessary repair or improvements cause damage to the customer's decoration, this will be made good to the area affected.

4. REPAIR CLASSIFICATION AND CATEGORIES

- 4.1 There are three main classifications of maintenance: responsive maintenance, cyclical maintenance, and planned maintenance.

4.2 Responsive maintenance

- 4.2.1 Responsive maintenance is defined as those repairs or defects which are carried out on a responsive basis as the need arises e.g., the loss or partial loss of heating, power or lighting, blocked toilets, sinks or doors and windows not closing properly.
- 4.2.2 Responsive maintenance is split into three main categories: emergencies, urgent and routine. Below are our average response times to our customers.
- 4.2.2.1 **Emergency** – On average attend to within 4 hours and made safe within 24 hours
 - 4.2.2.2 **Urgent repair** – attended to within 5 working days
 - 4.2.2.3 **Routine repair** - attended to within 20 working days
- 4.2.3 **Emergency Repairs** are repairs which are defined as defects or faults which put the health, safety, or security of a tenant or third party at immediate risk or cause harm to the structure of the property. A 24-hour repairs service is provided for emergency repairs.
- 4.2.4 A target for emergency repairs is to attend within **4 hours** of being reported to us and, where possible, to make safe the repair within 24 hours. Where it is not possible to complete the repair, our target is to complete the repair as soon as practicable thereafter and **within the 20 working days non-urgent target**.
- 4.2.5 **Urgent repairs** are those which are not considered to cause an immediate risk to health, safety, or security; but where the fault is causing serious inconvenience to the residents, or where the resident is in a vulnerable situation.
- 4.2.6 EH's target for urgent repairs is to complete the works **within 5 working days** of the repair being reported.

- 4.2.7 **Non-urgent** are those repairs that residents can reasonably live with for a period of time without risk to their health, safety or security; or where requirement for repair does not cause any harm to the structure of the property.
- 4.2.8 EH's target for non-urgent repairs is to complete the works **within 20 working days** from either when the repairs were first reported or when the repair was diagnosed via inspection.
- 4.2.9 All emergencies should be reported to our dedicated repairs support line on 0330 0940142
- 4.2.10 Any urgent or non-urgent works should be emailed or phoned through to our repair phone line or email address at repairs@encircleha.co.uk
- 4.2.11 EH will endeavour to ensure that responsive repairs are completed in one visit, 'right first time'. Where this is not possible (e.g., if materials must be specially ordered) EH will supply clear information on when the repair will be completed.
- 4.2.12 Pre-inspections will sometimes be required where it is not possible to diagnose the repair over the phone or through the information provided. An inspection will result in either a repairs appointment to resolve the fault, advice given or, where major work is needed, inclusion in the planned works program.
- 4.2.13 **Inspection** will be completed **within 14 working days** of the repair being reported.
- 4.2.14 Post inspection - EH will also inspect a certain percentage of work after completion to ensure the repairs meet the standards the organisations expect of itself. Appointment for post work inspections will be made at the residents' convenience.
- 4.2.15 Responsive Repairs Appointments will be made with the customer for all where an appointment is needed, unless there is no access needed such as for repairs to communal areas or accessible external areas. Residents will be given an appointment time and an indication on how long the repair should take, when booking the repair or when the contractor acknowledges acceptance of the repair.
- 4.2.16 Repair requests will be confirmed in writing or confirmed as we take the call to the customer. This will include a description of the repair, the date and time of appointment and the name of the contractor.
- 4.2.17 Appointments are available for AM or PM Monday-Friday and will be regularly reviewed.
- 4.2.18 EH aims to keep all appointments, if we need to re-arrange appointments, we will give you at least two hours' notice.

The chart below helps to support our commitment to our customers and to understand further our repair obligations to our customers.

Repair description	Emergency (within 24 hours)	Urgent (5 working days)	Routine (20 working days)	Exceptions
Plumbing				
Dripping taps			✓	
Leaking tap when used			✓	
Blocked sink or basin	✓			Excludes lack of hygiene maintenance by the tenant
Loose taps			✓	
Replacement taps			✓	
Blocked toilet	✓			Where this is the only toilet
Blocked toilet tenant's negligence	✓			Rechargeable
Leaking WC	✓			
Replacement flush handle		✓		
Toilet difficult to flush		✓		
Ball valve to tank		✓		
Leaking overflow		✓		
Broken toilet seat communal		✓		
Joinery				
Gain access to property due to faulty lock	✓			
Gain access due to lost keys	✓			Rechargeable
Insecure door	✓			
Renew internal door			✓	
Replace door handles			✓	

Repair description	Emergency (within 24 hours)	Urgent (5 working days)	Routine (20 working days)	Exceptions
Joinery (continued)				
Skirting boards			✓	
Architrave and frames			✓	
Loose floorboards			✓	
Electrical				
Faulty light fittings		✓		
Faulty sockets		✓		
Immersion heater fault		✓		
No heating and hot water (Oct-Feb)	✓			
No heating and hot water (March-Sep)		✓		
Aerial sockets (communal)			✓	
No lighting single room			✓	
No power	✓			
Partial loss of power		✓		
Dangerous live wires	✓			
Corridor lights out		✓		
Security lights faulty			✓	
Faulty shower with bath		✓		
Faulty shower no bath	✓			
Refixing/renewing trucking			✓	
Smoke alarm fault	✓			
Communal areas				
Small number of Light not working		✓		
All lights out	✓			

Repair description	Emergency (within 24 hours)	Urgent (5 working days)	Routine (20 working days)	Exceptions
Communal areas (continued)				
Emergency lighting		✓		
Security lights			✓	
Door entry system fault		✓		
Loose handrail		✓		
No TV reception		✓		
Uneven paths where main route and dangerous		✓		
Uneven paths where not dangerous			✓	
Heating				
Total loss winter	✓			
Total failure summer		✓		
Partial failure summer			✓	
Partial failure winter		✓		
Radiator leaking		✓		Unable to contain
1 storage heater failure			✓	
Windows				
Broken glass	✓			Rechargeable where damage is not fair wear and tear.
Cracked glass or outer leaf broken		✓		
Loose window			✓	
Window won't close		✓		Emergency if ground or basement level
Faulty handle			✓	
Leaking window		✓		
Loose windowsill			✓	
Broken vent			✓	

Repair description	Emergency (within 24 hours)	Urgent (5 working days)	Routine (20 working days)	Exceptions
Roofs				
Moss removal over front or rear doors			✓	Excludes complete roof as this will be considered on planned
Roof felt replacement			✓	
Loose or broken tile		✓		Emergency if considered dangerous
Make safe after storm	✓			
Rain penetration	✓			
Major roof repair			✓	Complete replacement considered on planned
Faulty flashing		✓		
Water				
No cold water at all	✓			This maybe the water authority
No water to single tap		✓		
Faulty stop tap		✓		
External				
Damaged fencing			✓	
Renew fencing			✓	
Damaged gate			✓	
Loose paving slab			✓	
Trip hazard		✓		
Pointing			✓	
Guttering repairs			✓	

Repairs: Who is responsible?

Repair description	Encircle Housing	Tenant	Care provider	Exceptions
Communal area				
Lifts and stairs	✓			
Redecoration	✓			Communal areas
Tenants own decoration		✓		
Communal facilities	✓			
Roof				
Chimney stacks	✓			
Roof and coverings	✓			
Guttering and rainwater goods	✓			
Fascia and barge boards	✓			
Walls and canopies				
External walls and render	✓			
Foundations	✓			
Canopies	✓			
Tenants own garden features		✓		
Sweeping and clearing paths		✓	✓	Unless covered by service charge
Windows and doors				
Window frames and sills	✓			
Glazing	✓			Excluding damage
Glazing when covered by a crime reference number	✓			
Glazing when caused by visitors or tenants		✓		
Window ironmongery	✓			
Door entry systems	✓			

Repair description	Encircle Housing	Tenant	Care provider	Exceptions
Windows and doors (continued)				
Door frames	✓			
External doors	✓			
Internal threshold strips for carpet	✓			
Locks damaged by tenant/visitor		✓		
Additional keys		✓	✓	
Gaining entry lost keys		✓	✓	
Letter plates	✓			
Pipes and drains	✓			
Soil and vent pipe	✓			
Drains and gullies	✓			
Manhole covers	✓			
Blocked drains	✓	✓		Recharge because of poor hygiene or negligence (initial assessment EH)
Underground burst	✓			
Garden and boundaries				
Individual garden maintenance unless covered under service charge		✓		
Communal garden maintenance	✓			
Dividing wall or fence if owned by Encircle	✓			
Fencing installed by tenant		✓		
Rotary line	✓			
Gates	✓			

Repair description	Encircle Housing	Tenant	Care provider	Exceptions
Windows and doors (continued)				
Windows	✓			
Skirting	✓			
Internal doors				
Door handles and latches	✓			
Easing of doors	✓			
Easing of doors where new tenant's carpet has been fitted	✓			
Walls				
Internal walls	✓			
Major plaster repairs	✓			
Wall ties	✓			
Re-grouting	✓			
Floors				
Concrete floors	✓			
Vinyl floors	✓			
Loose floor covering communal	✓			
Carpets individual flat		✓		
Carpets communal	✓			
Door strips	✓			
Bathroom				
Bathroom suite	✓			
Bath panels	✓			
Toilet roll holder		✓		
Shower curtains in rooms	✓			
Kitchens				
Handles, doors, and cupboards	✓			
Worktops	✓			

Repair description	Encircle Housing	Tenant	Care provider	Exceptions
Electrical items				
Electrical wiring and trunking	✓			
Hard wired alarms	✓			
Battery smoke alarms	✓			
Personal appliances		✓		
Electrical consumer unit	✓			
Immersion heater	✓			
Fixed appliances	✓			
Free standing appliance gifted or owned by tenant		✓		
Extractor fans	✓			
Doorbells		✓		
Resetting trip		✓	✓	
Plumbing				
Water service pipes and overflows	✓			
Blocked sinks and drains		✓	✓	Unless mains drain
Taps and stop taps	✓			
Blocked toilets	✓	✓		Recharge if identified as an issue with negligence
Sink units	✓			
Toiletseats	✓			
Communal toilet seats	✓			
Shower trays	✓			

Repair description	Encircle Housing	Tenant	Care provider	Exceptions
Plumbing (continued)				
Blocked waste	✓	✓		Recharge if identified as an issue with negligence
Plugs and chains	✓			
Bleeding radiators	✓			
Cleaning of shower heads and hoses		✓		
Home energy				
Energy efficient bulbs tenants' room		✓		
Energy efficient bulbs communal areas	✓			
Lighting				
Light bulbs own flat		✓		
Fluorescent tubes own flat	✓			
Light bulbs communal area	✓			
Fluorescent tubes communal area	✓			
Tenants own fittings		✓		
Redecoration				
Internal decoration communal	✓			
Internal decoration flat		✓		
External decoration	✓			
General				
Pest control	✓	✓		Tenant unless covered by service charge
Carpets in tenants' rooms		✓		
Electrical testing of fixed wiring	✓			
Appliance testing			✓	Office equipment

4.3 Cyclical Maintenance

- 4.3.1 Cyclical maintenance comprises work which is considered protective or preventative. This includes gas servicing/safety checks, electrical safety checks, decoration of communal areas and other similar works.
- 4.3.2 For servicing works that require access to residents' homes, appointments will be made as per the responsive repairs approach.
- 4.3.3 Where scaffolding is needed or works to communal areas all residents will be given two weeks' notice, where practically possible.

4.4 Planned Maintenance

- 4.4.1 Planned maintenance works will be carried out on a regular basis to ensure the health and safety of customers and their visitors, to meet statutory and legal obligations, prevent deterioration of the building components and/or improve the appearance of homes and estates.
- 4.4.2 EH will carry out planned maintenance and improvement works identified in the main from stock condition survey information, information from inspections and complemented by the detailed local knowledge of EH staff. In addition, works to achieve the Decent Homes Standard and works to improve the energy efficiency of the stock will be included in the programme. Such work programmes will be set out in 5-year programmes which resident will be consulted on and will be subject to EH's Board approval. Such works include:
 - Major repairs to shared areas e.g., paths, steps, fences
 - Replacement roofs
 - Replacement windows
 - Bathroom replacements
 - Replacing boilers/central heating systems
 - Electrical rewiring
 - Replacement kitchens
- 4.4.3 An updated annual program of works will be published and accessible to residents.
- 4.4.4 For planned works that require access to residents' homes, appointments will be made as per the responsive repairs approach.
- 4.4.5 Where scaffolding is needed or works to communal areas all residents will be given two weeks' notice.

5. ASSET MANAGEMENT

- 5.1 EH will have in place an effective Asset Management Strategy which will provide the strategic framework within which we will manage, maintain, and invest in our housingassets. It aims to deliver investment in our existing properties, stock improvement, planned maintenance and responsive repair programmes, in a structured and sustainable way. The strategy will be reviewed each year and if required, updated to ensure it remains fit for purpose.

6. PERFORMANCE MONITORING

6.1 To ensure the quality and consistency of EH's repair and maintenance service EH will record and monitor several key performance indicators. Performance figures will be presented to the Board and as well as published on EH's website. The indicators will measure:

- Customer satisfaction with the work done and the services. Measured through post completion surveys
- Number and percentage of appointments made and kept
- Number and percentage of repairs delivered within the timescales outlined in this policy
- Percentage of post inspections, and those meeting the standard expected

7. POLICY MONITORING AND REVIEW

7.1. This policy will be reviewed every two years.

Review process	
Policy review frequency:	Responsible for review:
This policy/procedure will be reviewed on a two-yearly basis	This policy/procedure will be reviewed by: Operations Manager

Version control			
Version	Date approved	Next review date	Author/title
V1	April 2018	April 2020	Dave Roche, Operations Manager
V2	June 2020	June 2022	Mark Felton, Head of Asset Management
V3	June 2022	June 2024	Mark Felton, Head of Asset Management
V5	June 2024	June 2026	Mark Felton, Head of Asset Management
V6	April 2026	April 2028	Mark Felton, Head of Asset Management

Summary of amendments			
Amendment	Date approved	Next review date	Author/title
Added repairs phone number and email address into footer	June 2020	June 2020	

Inserted a table for rechargeable repairs	June 2020	June 2020	
Included a table for full list of repairs for tenants etc.	June 2020	June 2022	
Changed priorities	June 2020	June 2020	
Inserted new Fire safety Act and Building safety Act	June 2022	June 2022	
Inserted Awaabs Law and changed a number of tenant rechargers to cover under R&M	April 2026	April 2028	