

# Repairs, Maintenance and Improvement Policy



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## 1. Policy purpose

**1.1** Alliance Homes recognises that a high standard of service delivery is essential. Providing a value for money, responsive and technically competent repairs service is a core priority. The purpose of the policy is to deliver a customer focussed repairs and maintenance service to Alliance homes and wider neighbourhoods.

## 2. Background and objectives

**2.1** Alliance Homes places its customers at the heart of the way we design and deliver our services. We are committed to delivering a 'right first time' repairs and maintenance service, which is customer focused and cost effective. In delivery of our repairs and maintenance services, we want to ensure customers are safe in their homes and happy with the service they are receiving.

**2.2** This policy covers the responsive repairs and maintenance service to properties, shared and communal spaces owned and/or managed by Alliance Homes. The policy will summarise rechargeable repairs, customer alterations, disabled adaptations, damp and mould, empty homes, electric, gas, fire, water, asbestos and all compliance programmes which have their own policies for further reference.

**2.3** This policy is designed to meet its statutory and contractual obligations to customers. Our intention is to extend the useful life of all its properties and reduce responsive maintenance costs, by putting in place an effective improvement programme and in accordance with the Asset Management Strategy.

## 3. Policy details

### 3.1 Policy principles

The core principals which sit behind this policy are that we:

- Provide a flexible, convenient, and customer centred service that gives priority to the safety, comfort, and convenience of our customers.
- Provide a service which reflects our commitment to equality, considering the individual needs of customers, particularly those that are vulnerable, and providing reasonable adjustments where required.
- Achieve high levels of customer service and customer satisfaction.
- Promote understanding of which repairs we are responsible for and which are the responsibility of the customer.
- Maintain Alliance Homes' properties to a good condition and to a modern 'Decent' standard.
- Respond to requests for repairs promptly in accordance with published time response standards.
- Maintain Alliance Homes' properties to a good condition and to a modern 'Decent' standard.
- Respond to requests for repairs promptly in accordance with published time response standards.

### 3.2 Legal context

In operating this Policy Alliance Homes is required to comply with the principal legislation which includes but is not exclusive of:

- Disrepair – Landlord and Tenant Act 1985 S11
- Vandalism – OFT tenancy guidance 2005
- Insurance – Occupier Liability Act 1957
- Repairs – Defective Premises Act 1972
- Statutory Nuisance – Environmental Protection Act 1990
- Electrics – Electrical Safety regulations 1994
- Gas – Gas Safety (Installation&Use1998) Regulations
- Commonhold and Leasehold Reform Act 2002
- Service Charges (Consultation Requirements) (England)Regulations2003
- Standards –Housing Health & Safety Rating System 2004
- Social Housing (Regulation) Act 2023
- Hazards in Social Housing (England) Regulations 2025
- Fire Safety – Regulatory Reform Order 2005
- Control of Asbestos Regulations 2012
- General Data Protection Regulation 2018

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- Data Protection Act 2018.

## 3.3 Related documents

In addition to providing a customer led repairs service, Alliance Homes will need to carry out works under its landlord obligations to keep customers' homes safe and compliant to all relevant UK regulations. We have policies and procedures in place for the key areas for property health and safety compliance:

- Gas and Heating Policy
- Fire Safety Policy
- Electrical Safety Policy
- Asbestos Management Policy
- Water Hygiene Policy
- Lift Policy
- Fire Risk Assessment Policy
- Damp, Mould and Condensation Policy
- Alterations and Improvements Policy
- Reasonable Adjustments Policy
- Empty Homes Standard
- Chargeable Costs Policy
- Complaints Handling Policy
- Compensation Policy
- Leasehold Policy
- Tenancy Consents Policy
- Adaptations Policy
- Home Quality and Improvement Policy
- Neighbourhood Management Policy
- Third-party Building Management Policy.

At all times, the management of these activities will be managed and maintained with zero tolerance away from safety standards.

## 3.4 Repair service standards

### 3.4.1 The repairs and maintenance service operates a 24 hour, seven days a week service to the following service standards:

Repair Category	Definition	Response Time
<b>Emergency Repairs</b> P1	Repairs which are dangerous or pose an immediate risk to health and/or safety. The emergency response of 24 hours is to make safe. Follow on repairs may be required	24 Hours

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Repair Category	Definition	Response Time
<b>Emergency Repairs</b> P1E	Requiring immediate resolution (gas, electric, major water leak, wall collapse, inspection chamber).	2 Hours
<b>Out of Hours Repairs</b> P99	Emergency repairs that cannot wait until the next working day.	4 Hours
<b>Urgent Repairs</b> P2	Any defect that does not cause immediate risk to the health, safety or security of a customer or third party and although therefore not an emergency, still needs to be carried out quickly to ensure that the risk does not increase.	7 calendar days
<b>Non-Urgent Repairs</b> P3	Any defect that does not present high risk to the health, safety or security of a customer or third party. However, a repair needs to be carried out to ensure that any risk does not increase.	30 calendar days
<b>Non-Urgent Routine Repairs</b> P4	Are all repairs outside of emergency and urgent. These repairs may require specialist materials and or equipment and further time to complete.	90 calendar days

3.4.2 Examples of repairs that fall under each repair category are listed in **Appendix 2**.

3.4.3 The repair process will be as follows:

- An appointment will be agreed with the customer within the repair timescale. Customers must provide access to their home at the agreed time. Where appropriate, the no access process will be followed.
- Repair appointments can be made between 8:00am and 4:45pm Monday to Thursday; 8:00am and 3:45pm on a Friday.
- The repair will be diagnosed when the customer contacts the Contact Centre or reports this online at Alliance Homes 'Connect' portal.

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- Where possible an appointment will be offered when the repair is reported.
- A series of reminders of the repair appointment will be sent by text message.
- A gas safety check will be undertaken, where required, within a 12-month period.
- Every five years a full electrical safety test will be undertaken to all properties.

## 3.5 Roles and responsibilities

3.5.1 The responsibility for repairing and maintaining homes is shared between Alliance Homes and our customers. You must report repairs that are the responsibility of Alliance Homes as soon as reasonably possible.

### Landlord responsibilities

3.5.2 Alliance Homes will keep in good repair the structure and exterior of all our homes and common areas, together with the components that make up each property. We will ensure installations for the supply of water, gas, sanitation and heating are in good working order and service communal equipment supplied by Alliance Homes in accordance with current legislation and/or good practice.

3.5.3 Alliance Homes has produced a detailed guide that confirms what repairs will be completed by us as the landlord. This guide can be found on our website [www.alliancehomes.org.uk](http://www.alliancehomes.org.uk)

3.5.4 To ensure we fulfil our obligations we will deliver services via our own internal trades staff

3.5.5 Where appropriate engage with contractors for specialist services and works or when we need support to meet the demand on the service.

3.5.6 Alliance Homes will support the repairs process by:

- Complying with Colleague Code of Conduct, Operative Code of Conduct (see section 3.9) and Customer Golden Rules.
- Ensuring any declared needs, vulnerabilities and adjustments are recorded and taken into account.
- Carrying out work that is stated on the work specification to the appropriate standard.
- Ensuring that operatives work in a way that is healthy and safe, protecting themselves, others and the environment in which they are working.
- Providing confirmation of the work undertaken, advise if further works are required and make the appropriate arrangements with the customer.
- Making good any aspects that have been disturbed during the repair, where this is Alliance Homes responsibility.

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- Procuring and managing specialist contractors and ensuring that they adhere to the agreed service standards including data protection and safeguarding, in line with Alliance Homes policies and procedures.

## Customer responsibilities

3.5.7 Customers will support the repairs process by:

- Allowing access at the agreed time for repair works for which Alliance Homes are responsible.
- Advising us of any additional information that will help deliver the service, including any household vulnerabilities or communication needs.
- Maintaining their home and surrounding areas for which they are responsible in accordance with the conditions of the tenancy agreement or lease.
- Ensuring that a responsible adult is present at the agreed time for the repair appointment.
- Clearing the repair work area of personal items or valuables (including furniture, wall and floor coverings) prior to a scheduled appointment.
- Also reinstating these items upon completion of the repair.
- Repairing or replacing items that are the customer's responsibility.
- Adhering to the Alliance Home Recharges Policy.

3.5.8 In some instances, it will be the duty of the customer to undertake repairs themselves. These are set out within the tenancy agreement and in the detailed welcome pack.

3.5.9 In addition, the customer is also responsible for the repair or replacement of any item in the property not due to fair wear and tear. Customers are responsible for reporting any damage, whether accidental or intentional including any criminal damage. Damage that has been caused by a customer, their family member or visitors to a property will be rechargeable.

3.5.10 Should a customer (or suitably qualified or competent person) not carry out a repair that is their responsibility under the tenancy agreement, Alliance Homes reserves the right to carry out the work themselves and will recharge the customer. Please refer to the Rechargeable Costs Policy.

3.5.11 Customers must tell Alliance Homes when a repair needs to be done and allow access to qualify for the Right to Repair scheme. Further details can be found here: <https://www.legislation.gov.uk/uksi/1994/133/>.

3.5.12 Outbuildings (sheds, coal bunkers, without cavity) are not considered habitable spaces and therefore will not automatically be considered for standard repairs.

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Any repairs required will be considered the responsibility of the customer. We will maintain the main structure of the outbuilding (wall, roof, access, windows).

3.5.13 Alliance Homes are committed to providing self-help guidance for repairs that are the responsibility of the customer. Alliance Homes 'Looking after your home

3.5.14 Alliance Homes provides a service, which is centred on repairs by appointment and prioritises the appointment.

3.5.15 Customers may report repairs by any of the following ways:

- Customer Portal (Connect)
- By telephone 24/7: on **03000 120 120**
- In person at the Alliance Homes office:  
**40 Martingale Way, Portishead, BS20 7AW**
- In person during an Alliance Homes colleagues home visit
- Social media (online, email, web chat, twitter, Facebook)
- In writing.

3.5.16 For all repairs, the aim is to arrange an appointment during first contact with the customer and complete the repair in one visit. During working hours (8:00am to 16:45pm Monday to Thursday and 8:00am to 15:45 on a Friday) the Alliance Homes Contact Centre is available to deal with repair requests.

## 3.6 Out of hours emergency repairs

3.6.1 Emergency repairs outside of working hours can be made using the telephone number **03000 120 120**. Calls will be redirected automatically through to Alliance Homes out of hour's service. Only those repairs categorised as emergencies are dealt with out of hours. We will endeavour to complete these repairs at the first visit. In some circumstances they will have to be made safe, and an appointment made in normal working hours for the work to be completed. If the reported repair is deemed not to be an emergency, then the customer will be asked to call back during office hours to make an appointment. If access is required to an adjacent property to resolve the emergency repair, Alliance Homes will take appropriate steps to gain access.

3.6.2 Alliance Homes offer weekday appointments for the completion of repairs. The following options are available:

- Morning: 8:00am to 12:00pm (Monday – Friday)
- Avoid school run: 9:30am to 2:30pm (Monday – Friday)
- Afternoon: 12:00pm to 16:45pm (Monday – Thursday)
- Afternoon: 12:00pm to 15:45pm (Friday)

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- All day: 8:00am to 16:45pm (Monday – Thursday)
- All day: 8:00am to 15:45pm (Friday).

## 3.7 Keeping customers informed

- 3.7.1 Customers will be offered an appointment and technology will be used to keep customers up to date with the status of the repair in their home from reporting until completion, including operative on route notification and telephone calls.
- 3.7.2 Customers will be kept informed and consulted about major works programmes and be given adequate notice of any such works that are likely to cause them significant disruption.

## 3.8 Repairs for vulnerable customers

- 3.8.1 We will use information to deliver flexibility to our policy, this includes assessing the priority with regard to safety and household vulnerability. Every attempt will be made to identify any individual circumstances at first point of contact to ensure reasonable adjustments can be made.
- 3.8.2 A vulnerability is anything that might make it harder for someone to manage their tenancy or use our services. This could include physical or mental health issues, communication needs or other factors such as age, bereavement or a traumatic life event. Where it's reasonable and possible to do so, we will offer additional support or make changes to how we deliver our services to meet individual needs. Please refer to the Reasonable Adjustments Policy.
- 3.8.3 A reasonable adjustment means changing the way we deliver a service to help a customer who may otherwise face a substantial disadvantage. Examples include:
  - Allowing more time for a customer to reply to information
  - Providing information in large print, Braille, digital, or easy-read formats
  - Offering information in other languages or translation and interpretation or Language Line services
  - Using a customer's preferred communication method (such as email, post, webchat, portal, or face).

## 3.9 Operative Code of Conduct

- 3.9.1 Customers can expect a certain standard from operatives who visit their home to carry out a repair.

### We will:

- We will honour appointments made with customers.

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- If we are running late, we will aim to phone ahead and let the customer know.
- When we arrive, we will introduce ourselves and present our ID badge.
- We will explain what we will be doing and estimate how long it will take to complete.
- We will be polite and treat everyone with respect.
- We understand that some customers are vulnerable and we will act accordingly.
- We will take account of any declared needs or adjustments required.
- We will never work in a property with a minor unless a parent/guardian is present.
- We will make sure that everyone will receive an equal level of service regardless of their circumstances.
- While working, we will be considerate to neighbours and other building users.
- We will give service users as much notice as possible if work will be delayed or has been cancelled.
- We will minimise disruption and mess in customers' homes and keep our working area clear and free from obstructions.
- We will wear shoe coverings and/or PPE if requested by customers.
- We will work carefully around customers' possessions and property, use temporary covers when necessary and treat customers' home as if they were our own.
- We will keep the area we are working in secure at all times.
- We will keep materials and equipment safe and tidy to avoid danger to others.
- We will not disconnect or reconnect any services or utilities unless we are trained and authorised to do so.
- We will clear all our rubbish away and clean up before we leave.
- If the work is not finished during the first visit, we will tell the leaseholder/customer what the next steps are and how long we think it will take to complete the work.
- We will raise any concerns relevant to the home through the appropriate channels.

## We will not:

- Use foul, abusive or offensive language
- Smoke in a resident's home or garden

- Play music
- Use personal mobile phones
- Work under the influence of alcohol or drugs
- Use the customers facilities such as a toilet (unless the customer gives us permission), telephone, broom, tea making facilities or vacuum
- Engage in any sort of harassment.

3.9.2 We will monitor operative conduct through customer satisfaction survey results, complaint trends, and regular site visits by supervisors to observe and support colleagues.

## 3.10 Pre-inspection

3.10.1 A pre-inspection may be required before a repair appointment can be arranged. This will include circumstances where the scope of the repair is unknown. These inspections will be carried out by a Repairs Trade colleague, Supervisor, Surveyor or a nominated contractor representative. This will be via an appointment agreed with the customer and any identified repairs will be completed within the appropriate timescales. Typical cases are:

- Complex repairs requiring multiple trades and/or multiple days to complete
- Issues with condensation, damp and mould
- Structural defects
- Roofing repairs
- Disrepair.

3.10.2 Following the inspection, the repair will be diagnosed and planned within appropriate timescales.

## 3.11 Post inspections

3.11.1 A Supervisor will complete post-inspections of a selection of repairs completed by our trades and contractors to ensure the repair has been carried out to our expected standard and that we're providing value for money.

## 3.12 Access to the property

3.12.1 Alliance Homes will make appointments with customers wherever access is required to their home. Customers have an obligation within the tenancy agreement to provide access for repairs to be completed. We understand there are many reasons why customers may struggle with providing the association or contractors with access to their homes and we will respond sensitively and use a solution focused approach to support customers to allow access. If Alliance

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Homes is unable to gain access due to the customer not being home for a repair the customer will be notified that they need to contact us within 7 working days to rebook otherwise the repair request may be cancelled unless it represents a health and safety risk to the customer or wider public. We will call customer to make another appointment if this circumstance arises.

- 3.12.2 Alliance Homes will make every effort to avoid entering a customer's home to carry out communal repairs but there may be occasions when this is necessary.
- 3.12.3 If by not permitting access for a repairs pre-agreed appointment, Alliance Homes experiences considerable cost and inconvenience, Alliance Homes reserves the right to recharge the customer for the call-out cost. This will only be done once an investigation has taken place into the circumstances or frequency of no access instances.
- 3.12.4 A responsible adult (over 18 years old) must be in the home while a repair is being carried out. Alliance Homes will never work in a property with a minor unless a parent/guardian is present.
- 3.12.5 Customers should make sure that members of their household, including pets, are kept away from the area where the operative(s) or contractor(s) is/are working. We ask customers not to smoke in the operative's area of work.

## 3.13 Heating and hot water

- 3.13.1 Alliance Homes are dedicated to the provision of a quality servicing and repairs service that:
  - preserves the safety of its customers.
  - properly discharges its legal and regulatory obligations.
  - achieves the service standards outlined to its customers.
  - protects the value of its housing stock; and
  - considers energy efficiency when carrying out necessary replacements.
- 3.13.2 Alliance Homes are committed to meeting its legislative requirements ensuring that all of its homes, with a gas supply, have a valid Landlord Gas Safety Record ('LGSR'). Alliance Homes will service all gas appliances and boilers for all of its homes within 12 months of the previous service date. This will include a visual inspection of any appliances installed by the customer.
- 3.13.3 Alliance Homes will seek to ensure that annual safety checks and servicing is undertaken in domestic and communal heated properties in accordance with their Tenancy Agreement or Lease. Failure to allow access for servicing will result in Alliance Homes following the legal process to gain access.

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3.13.4 Leaseholders on individual gas central heating systems are advised to ensure that their heating system is properly inspected and maintained.

3.13.5 Where a repair means a customer is left without heating, Alliance Homes will offer temporary heaters

## 3.14 Communal heating systems

3.14.1 Where Alliance Homes has the responsibility for the maintenance or servicing of a communal system, this will be undertaken in line with the agreed service standards.

3.14.2 Where third parties such as managing agents have an interest in, own or control the systems, Alliance Homes will work closely with them to ensure the service received by customers is satisfactory.

## 3.15 The Right to Repair

3.15.1 In certain circumstances customers may be entitled to compensation through the Right to Repair provisions. The Right to Repair does not apply in the following circumstances:

- Where the customer has told Alliance Homes that they no longer want the qualifying repair carried out.
- Where the customer fails to provide details for Alliance Homes and/or the contractor to gain access to their home.
- If access for an inspection or for the repair to be carried out has not been provided.
- Where Alliance Homes and/or the contractor needs to order special parts to complete the repair.
- If severe weather conditions prevent the contractor from completing the repair.

## 3.16 Repair responsibilities

3.16.1 Some repairs are the responsibility of the customer. These are communicated via the Alliance Homes website.

3.16.2 Customers are responsible for the repair or replacement of any damaged items in line with the Recharges Policy.

3.16.3 The repair responsibilities and obligations for Leaseholders are as outlined in their lease.

## 3.17 Rechargeable repairs

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3.17.1 There are times when Alliance Homes will undertake repairs to damage that has resulted from the neglect of, or vandalism by, a customer or a member of their household. These repairs will be charged to the customer or the household that caused the damage.

3.17.2 Alliance Homes will carry out these repairs but may ask for either payment in advance (or the work may not be done) or seek payment retrospectively. Where safety of the home has been compromised the repairs will be undertaken as a priority and recharged retrospectively

3.17.3 Alliance Homes will charge for the cost of repair for one or more of the following reasons:

- The damage or fault is caused by the action (or inaction) of the customer or their relatives, guests, private tenants, lodgers or pets.
- The damage or fault is caused by work undertaken by the customer or by others on their behalf.
- It is the customer's responsibility to carry out the repair in accordance with their Tenancy/Lease Agreement.
- Alliance Homes will make strident efforts to pursue leaseholders and customers for the cost of repairs resulting from either their actions (or inactions) or the actions of, other members of the household, or their guests, private tenants, or pets.
- Alliance Homes will make a decision in regard to re-chargeable repairs on a case-by case basis, taking individual circumstances and vulnerabilities into account.
- In certain situations, the leaseholder/customer may be charged for forced entry to their home if access to their home is not provided when required.
- Alliance Homes will pursue the resident of a neighbouring property for the cost of repair, where a council property has been damaged as a result of the action or inaction of the neighbouring resident.
- For additional information on rechargeable repairs please refer to the Repairs Recharge Policy.

## 3.18 Fixed floor and wall coverings, aerials and satellite dishes

3.18.1 Customers are advised not to lay fixed floor coverings (tiles, hard wood or laminate) in their homes. This is due to the difficulty in removing them to carry out essential works such as under floor pipework, without damaging the fixed covering. Where a customer has installed fixed wall or floor coverings, they are responsible for obtaining the correct noise insulation, contents insurance cover and for removing them for works which Alliance Homes deem essential.

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3.18.2 Alliance Homes are not responsible for any new or existing satellite or aerial installations including maintenance, repairs or replacements. This includes the temporary removal and refitting of such fittings to facilitate essential repairs.

## 3.19 Communal repairs

3.19.1 Alliance Homes will manage repairs to shared communal areas to the same timescale and standard as internal repairs. Communal repairs are often identified during regular inspections by Alliance Homes staff.

3.19.2 Customers should report any communal repairs directly to Alliance Homes.

3.19.3 Alliance Homes will communicate effectively with customers directly affected by a communal repair.

## 3.20 Statutory compliance and cyclical maintenance

3.20.1 Compliance and cyclical maintenance are works which are repeated at regular intervals. Alliance Homes will complete a programme of statutory compliance and cyclical maintenance to cover:

- Gas & Heating servicing (cyclical inspection)
- Asbestos survey and inspection (removal of asbestos will be treated as planned maintenance)
- Fire systems (cyclical inspection)
- Wet and dry rising (cyclical inspection)
- Emergency lighting and automatic doors (cyclical inspection)
- Periodic Electrical testing
- Water hygiene (cyclical inspection)
- Lifts (cyclical inspection)
- Safety equipment (cyclical inspection)
- Door entry and Warden call systems
- Communal aerials
- Portable appliance testing, where these exist in communal areas or in shared facilities (cyclical inspection)
- Playground Inspections – (cyclical inspection with planned maintenance)
- Guttering clearance to blocks

## 3.21 Planned maintenance

3.21.1 Alliance Homes approach to planned maintenance and improvement is explained in our Home Quality and Improvement Policy.

## 3.22 Leaseholders and Shared Owners

3.22.1 Leaseholders are responsible for all repairs and maintenance in the interior of their properties, unless works to the exterior of the property impact on the interior. Alliance Homes will retain responsibility for the following:

- The main structure of the block, which includes any external walls, door and window frames, communal glazing, roofs and rainwater services. (However, Alliance Homes will not accept any responsibility for any damage whether accidental or wilful)
- Common services to the block
- Common areas within a block (although not entrance doors to an individual property Note - where leaseholders have installed their own entrance doors that do not comply with fire safety regulations, Alliance Homes may serve a compliance notice as per The Regulatory Reform (Fire Safety) Order, 2005 to replace to current standards)
- Communal areas around a block and within the curtilage of the building

3.22.2 Leaseholders should refer to their leasehold agreements and the Leasehold Policy for details of their repairs and maintenance responsibilities.

## 3.23 Commercial properties

3.23.1 Customers of commercial properties should refer to their contractual agreement for details of their repairs and maintenance responsibilities.

## 3.24 Third parties and management agents

3.24.1 Some properties belonging to Alliance Homes are managed by other specialised agencies. Complete information on repair responsibilities of all the different management agencies can be found in the repair obligations file as part of each lease agreement

3.24.2 In summary, where there is an arrangement in place for a third party to manage the communal space, such as compliance cyclical maintenance, cleaning and grounds maintenance, Alliance Homes will ensure the area is well maintained and hold the third party to account. See the Third-party Building Management Policy for more information.

## 3.25 Defect, warranties and guarantees

3.25.1 For new build properties, the repairs and maintenance is managed in line with the Development Delivery Process document by the relevant organisation who constructed the building. This usually applies to the first year from handover of the building. For the heating system this is maintained by Alliance Homes heating team.

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3.25.2 For the replacement of components such as kitchens and bathrooms, and specialist works such as cavity wall insulation there will be a warranty or guarantee period. Customers should report repairs via the Alliance Homes Contact Centre in the usual way. Alliance Homes will aim to ensure that these repairs are carried out in the appropriate timescales.

## 3.26 Management of damp, mould and condensation

3.26.1 When Alliance Homes are made aware of damp within a property it will complete an inspection to determine the cause and severity of the issue which may include:

- Condensation
- Rising Damp
- Penetrating Damp
- Bridging of the damp course

3.26.2 Where damp is caused by condensation Alliance Homes will:

- Provide advice to customers on the management of condensation
- Consider installing a positive input ventilation unit on a case-by-case basis where the property is thought to be defective
- Consider installing a fan in the kitchen and bathroom on a case-by-case basis.

3.26.3 Where condensation cases are caused by lifestyle factors e.g. drying clothes indoors, showering without a fan on or window open, Alliance will work with customers to determine the most effective solutions to maintain and warm and safe home.

3.26.4 Where damp is caused by a repair issue, rising damp, penetrating damp or bridging of the damp course Alliance Homes will respond with reactive or planned maintenance depending on the severity, potential for further damage to the home or disturbance to the customers on a case-by case basis.

3.26.5 A separate Damp, Mould and Condensation Policy is available to demonstrate in line with Awaab's Law and relevant timescales how Alliance Homes will support its customers

## 3.27 Housing Health and Safety Rating System

3.27.1 Alliance Homes will fully comply with the requirements of the HHSRS (introduced under the Housing Act 2004), the main provisions of which are set out below:

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- Any residential premises should provide a safe and healthy environment for any potential occupier or visitor and
- To satisfy this principal, a dwelling should be designed, constructed and maintained with non-hazardous materials and should be free from both unnecessary and avoidable hazards

3.27.2 Alliance Homes will continue to ensure properties remain hazard free by:

- Statutory compliance and cyclical safety testing as outlined in 3.23
- Ensuring all void properties meet the Alliance Homes Lettable Standard before letting
- A continued programme of investment and improvement in its properties Alliance Homes will fully comply with any 'Improvement Notices' or 'Orders' that may be served upon it following investigation by Local Authority Environmental Health Officers in pursuance of the conditions of the HHSRS.

## 3.28 Adaptations

3.28.1 North Somerset Council facilitates independent living by carrying out alterations when required, to meet the needs of residents who may be infirm or have a disability. Changes to the structure, fixtures or fittings, are often recommended by an Occupational Therapist following a health assessment. Examples of adaptations are the replacement of a traditional bathroom with a wet room and the installation of ramps and lever taps. If the occupant is an Alliance Homes customer, then Alliance Homes will be responsible for ongoing maintenance of the adaptations.

3.28.2 A separate Adaptation Policy has been developed to cover adaptations.

## 3.29 Empty homes

3.29.1 Alliance Homes has procedures in place to ensure effective and efficient management of empty homes properties. The procedures clearly set out responsibilities and the steps to be followed at each stage in the void management process including:

- Alliance Homes Empty Homes Standard
- The standard ensures that all void properties are safe, clean and secure at the time they are re-let i.e.: Safe: - Gas, water and electrical systems are checked and certified after the property is vacated and keys returned. The new customer will be provided with an energy performance certificate and also the latest Landlord Gas Safety Record ('LGSR') (if applicable)
- Clean: This means the house is clean, all kitchen units, sanitary fittings, windows and other landlords fittings are clean to the lettable standard

- Secure: Locks are changed and windows re-glazed
- Inspection and repairs: - Alliance Homes ensure each home is assessed against the Alliance Homes Lettable Standard when let.
- Health and safety – Alliance Homes will ensure that all inspections of void properties are carried out in accordance with good practice and health and safety guidelines

3.29.2 A separate standard has been developed to cover empty homes management.

## 3.30 Mutual exchange arrangements

3.30.1 Alliance Homes offers advice and support when customers within its management wish to exchange homes. Housing Officers will manage the mutual exchange process.

3.30.2 In respect of repairs, an appointed repairs colleague will ensure the following:

- All gas and electrical safety appliances are checked and passed as safe upon exchange.
- All health and safety defects are properly addressed upon exchange including an agreement by both parties to honour their existing tenancy obligations by repairing damage caused by neglect.
- All non-health and safety defects are properly recorded and that both parties accept condition as seen.

## 3.31 Right to Buy properties

3.31.1 Following acceptance in writing of a Right to Buy ('RTB') application Alliance Homes will carry out emergency repairs to keep the property wind and watertight only. No other repairs or improvement work will be carried out.

3.31.2 Applicants will be advised of this situation as part of the Information Pack, which is sent out together with the Application Form, and the letter confirming acceptance of the RTB application.

## 3.32 Customer alterations

3.32.1 Alliance Homes supports the opportunity for customers to carry out repairs or improvement works to the homes they live in providing they are in accordance with the Alterations and Improvement Policy.

3.32.2 Leaseholders are entitled to make alterations in accordance with the terms and conditions of their lease but will need to contact the Leasehold Team to apply for formal landlord's consent, in the form of a license of alterations or a letter of consent, before any alterations are carried out, to avoid being in breach of lease. It is also the responsibility of the leaseholder to obtain, in advance, any other

necessary permissions, such as building control approval, planning permission or listed building consent, by separately contacting each of the relevant bodies for those permissions, where required. If these permissions are necessary for the wanted alteration these will need to be acquired before seeking permission or a licence from the Leasehold Team.

## **3.33 Managed moves (Moving customers to another home)**

3.33.1 Through repairs either planned or emergency or planned investment works on occasion a customers' home will not be suitable for the customer to remain in their home before or during these works. In this situation we will consult with our customer to find alternative homes.

3.33.2 Alliance Homes will make all reasonable endeavours to ensure that the accommodation is safe, suitable and meets our customer needs and requirements.

3.33.3 If property cannot be made safe within 24 hours and is classed an emergency hazard under Housing Health and Safety Rating System customers will be decanted and provided with a written summary of remediation works with 3 days.

3.33.4 Further information for Decants (Moving customers to another home) can be found within our Tenancy Policy.

## **3.34 Building and content insurance**

3.34.1 Alliance Homes provides building insurance for the buildings which residents live in but does not insure the contents of their home. We advise all residents to take out home contents insurance. If a leaseholder is subletting, we also advise that they consider taking out private landlord's insurance.

## **3.35 Health, safety and the environment**

3.35.1 All colleagues will receive appropriate training to enable them to carry out their responsibilities as stated in this policy and a record will be kept by the Learning and Development Team

3.35.2 We will maintain an approved list of contractors who will carry out repairs and maintenance for Alliance Homes. For a contractor to be accepted onto this list they must be able to demonstrate:

- They have adequate public and employer's liability insurance
- They are good employers with a high awareness of all relevant health and safety
- Have a good equality diversity policy and demonstrate its practical implementation.

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- Their employees are appropriately qualified and registered in line with industry requirement
- They can demonstrate a high-quality standard of work
- They have the relevant tax forms in place
- As a significant local employer and purchaser of services and goods, Alliance Homes endeavour is to support the local economy by contracting local businesses to make a collective contribution that benefits the social, economic life of our community.

## 3.36 Environmental impact

3.36.1 As part of our Sustainability Strategy, Alliance Homes will also consider the impact of its housing on the environment by:

- Monitoring the energy efficiency of the homes
- Improving the energy efficiency of the housing stock through cost effective use of the repair and improvement programme to improve comfort for customers, lower energy costs and reduce CO2 emissions
- Choosing, whenever practical, low maintenance, environmentally friendly and energy efficient materials

3.36.2 For further information on our work to reduce our environmental impact, our Sustainability Strategy

## 3.37 Value for money

3.37.1 All work will be carried out in accordance with Standing Orders, Financial Regulations, and the Procurement Policy.

3.37.2 Supply chain and contractors are procured through a competitive tender process to ensure services delivered are of a high-quality standard at the right price whilst maximising value through innovation and collaboration.

## 4. Monitoring, consultation, and review

- 4.1 The Board and customers will receive regular reports on the performance against agreed targets and indicators.
- 4.2 Key targets and Performance Indicators will be published to the Operational Leadership Team.
- 4.3 Customer satisfaction testing will be conducted following each completed repair and we will conduct other customer surveys in line with regulatory requirements. We will also utilise the Alliance's Customer Engagement Framework. Feedback will be used

to identify trends and to continuously improve service delivery. Feedback will be gained via SMS texting, emails and third-party research.

- 4.4 After each repair, customers will receive a text survey which will provide Alliance Homes with transactional feedback information to help us improve service delivery.
- 4.5 We will consider the views of customers in the preparation of its programmes for improvement and repair and minimise inconvenience to you when work is carried out.
- 4.6 The Service Director of Property Operations is responsible for the implementation and review of this policy.
- 4.7 This policy will be reviewed within two years of its approval date or earlier if required by regulatory, statutory, or other requirements.
- 4.8 Customers, colleagues, and service users may be involved in giving feedback on this policy, leading to amendments where appropriate.

## 5. Equality and diversity

- 5.1 This policy is subject to a periodic Equality Impact Assessment (EIA).
- 5.2 The purpose of such an assessment is to consider the effect of the policy regarding the recognised protected characteristics of equality and ensure that it does not unfairly impact any individual or group. The protected characteristics are age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity or other grounds set out in our Equality and Diversity Strategy and Policy. Remedial action will be undertaken if a detrimental effect is identified.
- 5.3 The EIA also requires the policy author to consider whether the policy is likely to negatively impact on a person's Human Rights.
- 5.4 This policy and any other related Alliance Homes publications can be provided in other formats for those with visual, literacy or language difficulties.

## 6. Complaints

- 6.1 If you would like to raise a complaint in relation to this policy, you can do this by calling us on calling us on **03000 120 120** or emailing us at [act@alliancehomes.org.uk](mailto:act@alliancehomes.org.uk).
- 6.2 All complaints will be handled in line with the latest Alliance Homes Complaint Handling Policy.

## 7. Version control and approval dates

Approval stage	Date completed
Equality Impact Assessment completed	19/01/2026
EIA reviewed by Appropriate Trained Person	20/01/2026
SLT review / approval	30/01/2026
Next review date	31/01/2028

## 8. Appendices

**Appendix 1 – Equality Impact Assessment**

**Appendix 2 – Repair Category Examples**

## Appendix 1: Equality Impact Assessment

An Equalities Impact Assessment must be conducted alongside the review of an existing policy or the creation of a new one.

GUIDANCE ON COMPLETING AN EQUALITY IMPACT ASSESSMENT IS AVAILABLE [HERE](#)

**1. Name the Strategy, Policy, Procedure or Function (SPPF) being assessed and name of author.**

Repairs, Maintenance & Improvement Policy – Andy Williams: Service Director

**2. Aims of the SPPF being addresses.**

- *Whose need is it designed to meet?*
- *Are there any measurable elements such as time limits or age limits?*

To provide clarity for Alliance Homes and its customers of our obligations and commitments in delivering best in class repairs and maintenance services.

**3. Who has been consulted in developing the SPPF?**

- *Make reference or links to consultation/evidence documents.*

Alliance Homes colleagues have been consulted, including.

- Repairs Service Delivery Managers
- Director of Customer Operations
- Head of Assets and Sustainability

**4. Does the SPPF promote equality of opportunity?**

The policy promotes equality of opportunity across the protected characteristics as follows:

- A flexible/priority service is provided for vulnerable customers
- Information is available in different formats/languages

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## 5. Identify potential impact on each of the diversity "groups" by considering the following questions:

*(The list is not exhaustive, but an indication of the sort of questions assessors should think about):*

- *Might some groups find it harder to access the service?*
- *Do some groups have particular needs that are not well met by the current SPPF?*
- *What evidence do you have for your judgement (e.g. monitoring data, information from consultation/research/feedback)?*
- *Have staff/residents raised concerns/complaints?*
- *Is there local or national research to suggest there could be a problem?*

Protected Characteristic	No Impact	Negative Impact	Positive Impact	Comments/Evidence
Race			X	Information can be available in different languages and the use of interpreters if necessary.
Disability			X	We will use information to deliver flexibility to our policy, this includes assessing the priority with regard to safety and household vulnerability.  Reasonable adjustments will be made where needed to support disabled customers.  Operatives will raise any concerns relevant to the home (including safeguarding) through the appropriate channels.
Gender	X			The policy aims to provide clarity on the provision of equitable access to the repairs service for all customers
Transgender	X			

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Protected Characteristic	No Impact	Negative Impact	Positive Impact	Comments/Evidence
Sexual Orientation	X			
Religion or Belief	X			
Age			X	<p>We will use information to deliver flexibility to our policy, this includes assessing the priority with regard to safety and household vulnerability.</p> <p>Reasonable adjustments will be made where needed to support elderly customers</p>
Marriage and Civil Partnership	X			
Pregnancy and Maternity			X	<p>We will use information to deliver flexibility to our policy, this includes assessing the priority with regard to safety and household vulnerability.</p>
Rural Issues	X			
Social Mobility			X	<p>Providing a timely repairs to those on lower incomes helps reduce health inequalities and maintain safe living conditions</p>

*\*Possible information sources for assessing impact or understanding issues related to target group, such as:*

- Demographic data, studies of deprivation, statistics on health etc

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- *Results of consultations, results of equality monitoring data, complaints, customer feedback*
- *Information collected from partner agencies and groups, support groups, professional expertise, 'peer review', project leads/teams, inspection reports etc.*

**Was there a negative impact identifies in question 5?** If yes go to question 6. If not go to question 7.

6. **If "negative impact" identified in table (4) above, is it?** n/a
7. **If positive impact has been identified in table (4) above, how can it be improved upon or maximised, either in this SPPF or others?**

Ensure scripting and diagnosis of repairs considers the priority of repairs and have the ability to flex the service to meet vulnerability.

8. **Full EIA (or if you decide full EIA is not necessary but some changes should be considered)**

- *Are there changes you could introduce which would make this SPPF work better for this groups of people?*
- *Is further research or consultation required?*

	NO
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9. **Does this proposal have any human rights implications?**

If yes, please describe (If necessary, please refer to the Alliance Homes Human Rights Policy)

No, this policy supports our approach to Human Rights which is further detailed in our Human Rights Policy.

## Appendix 2 – Repair Category Examples

The following provides a summary of the type of repair that would fall within each of the repair categories as detailed in Section 3.4. Service Standards of the Repairs and Maintenance Policy.

### Emergency Repairs

- Total loss of power
- Total loss of water
- Insecure property
- Emergency services call out, concern for customer and need to gain entry
- Uncontainable leak
- Dangerous electrics and/or water on electrics
- Unsafe/exposed Asbestos
- Unsafe structures/risk of collapse
- Blocked WC with no access to another within the same property
- Lost keys and the customer has no other means of access or egress
- Any emergency hazards relating to Awaab's Law.

### Urgent Repairs

- Partial loss of power
- Partial loss of water supply
- No bathing facilities
- Repairs which are of no immediate risk but if not made safe could escalate into an emergency repair.
- External leaks causing internal water damage which cannot be contained
- Containable leaks
- Multiple blockages to waste pipes
- Repairs to flooring, footpaths, walkways, boundary fencing due to H&S risk
- Works relating to Awaab's Law to be started within 5 working days of inspection.

### Non-Urgent Repairs

- Minor containable plumbing leaks
- Repairs to internal joinery including cupboards, skirting, bath panels, flooring repairs.
- Fencing repairs

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- Minor plastering repairs
- Roof leaks following being made safe
- Repairs to fans and minor electrical faults
- Faulty/leaking external windows and doors
- Blocked waste pipes to a single fitting
- Boundary fencing repairs which are not an H&S risk
- Cleaning out and/or repairing defects to gutters and rainwater pipes.

## Routine Repairs

- Large or more complex repairs or replacement of components which are required following an initial responsive repair which has left the element or component in a safe condition
- Large or more complex repairs or replacement of components which are identified by an operative, Inspector or Surveyor which are not deemed to require replacement as a Routine repair
- High value repairs
- Large or more complex repairs or replacement of components which cannot be delivered within 28 days as they require specialist manufacture or ordering of parts/equipment (e.g. doors and windows).
- Repairs which can be delivered via a planned programme which would deliver a value for money approach.
- Examples of major repairs include:
  - Large scale re-plastering
  - Removal of damp/failed cavity wall insulation
  - Kitchen and bathroom repairs which require the removal and replacement/renewal of some components
  - Renewal/replacement of external windows and doors.