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Tick one of the below for review/changes made:		Reviewer / Editor: Manager, Property Services	
Full review and changes made ☐ (add changes summary to table below)		Changes Approved By:	
Full review, no changes made ☐			
Changes made but no full review ☒ (add changes summary to table below)		Reviewed and edited in-line with the Beacon? ☒ Yes ☐ No	

Property Maintenance Policy

Document Change Details

Date	Summary of Changes Made
10/11/2023	All P&Ps revert to version 01 as approval process & version control moved to Sharepoint. Version number no longer shown on the document
01/08/2025	Removed reference to Southdown and some minor updates to procedures.

1.0 PURPOSE

To ensure we have appropriate procedures to monitor the condition, repair and safety of our property assets.

To ensure we achieve value for money in property maintenance.

To ensure we are complying with good practice and performance indicators as indicated by the Regulator of Social Housing.

To provide a quality property maintenance service to our tenants, taking into account their feedback and accommodating individual tenant need.

To ensure we employ professional and competent maintenance contractors.

To ensure works are completed in accordance with health and safety legislation or approved codes of practice.

2.0 INTRODUCTION

We manage a range of both owned and leased properties. Repair responsibilities vary according to the tenure arrangements. We hold a database of all leases in the Assets and Liabilities Register, which includes details of repair and maintenance responsibilities.

For approximately two thirds of our managed stock we hold some or all responsibility for repairs and maintenance. For the remainder of the stock we hold no repair or maintenance responsibilities, as these are undertaken by the Head Landlord.

Where we hold some or all responsibility, the Property Services team is responsible for instructing approved contractors to undertake the work. The team monitors contractors' performance against best practice targets.

The functions of the Property Services team in relation to property maintenance includes:

- Responsive repairs
- Cyclical maintenance
- Planned maintenance
- Property safety compliance
- Project management and development
- Stock condition surveys
- Ensuring all our properties meet energy efficiency targets
- Ensuring all our homes meet the Decent Homes Standard
- Ensuring all our properties comply with Fire Safety Regulations
- Investigating any report of damp or mould
- Preparation of insurance claims

Under the terms of their tenant agreements, they are responsible for reporting repairs or health and safety risks to us. In addition they hold responsibilities to keep their properties in good order to prevent unnecessary health and safety risks.

Where we do not hold responsibility for repairs or maintenance, the Property Services team report repairs direct to the head landlord, who arrange for their contractors to undertake the

work. In these circumstances, the Property Services team does not monitor performance of the contractors, although in certain circumstances it may require feedback from the head landlord regarding compliance, gas checks and the progress of other works raised.

3.0 POLICY

We will aim to achieve value for money and quality in property maintenance by operating contracts, service level agreements, competitive quotations, tendering procedures as appropriate, and will:

- Only appoint contractors with the skills, competence and experience to undertake the specific tasks.
- Ensure contractors comply with our Confidentiality, Health and Safety, Diversity and Equal Opportunity policies.
- Operate an approved contractors register.
- Monitor performance, quality, best value, and adherence to our Code of Conduct for approved contractors.
- Continuously monitor and update records in respect of the contractor's insured liabilities and accredited certification.
- Remove a contractor from its approved list where it does not meet the required standard.
- Ensure tenants are kept informed via the Housing team of works to be carried out in their homes, progress of repairs and are consulted on major repair/planned programmes.
- Aim to reach and exceed the Regulator of Social Housing repair response targets.
- Ensure the Property Services team provides a professional and customer focused repairs and maintenance service to front line staff and tenants.
- Seek satisfaction feedback on all repair jobs and annually via the biennial tenant's survey.
- Post inspect a minimum of 10% of all routine repair work completed. In addition every project in the planned and cyclical maintenance programme, as well as all voids and work in excess of £500 will be post inspected.
- Incorporate our sustainability agenda and action plan in all its activities.
- Deliver a property maintenance service to shared ownership tenants and consult with them on major works (estimated at over £250) and contracts entered into on their behalf, likely to last over 12 months, as per Section 20 of the Landlord and Tenant Act 1985.

4.0 REPAIR RESPONSE TIMES

Repairs are divided into 3 priority categories to determine target response times:

<u>PRIORITY 1</u>	Emergency Repairs	24 hours
<u>PRIORITY 2</u>	Urgent Repairs	5 working days
<u>PRIORITY 3</u>	Routine Repairs	20 working days

Southdown aims to achieve a total average of 90% of repairs within this time frame.

PRIORITY 1 – Emergency Repairs

A repair which is required to avoid an immediate danger to the safety of people or to prevent serious damage to the building, will be classified as an Emergency Repair. Examples of emergency repairs are:

- Blocked drains
- Total loss of electrical power
- Burst pipes
- Door/window repairs where security is at risk
- Dangerous structures
- Gas leaks
- Total loss of heating (care homes)
- Blocked toilets where the tenant is unable to clear the blockage and there are no other working toilets available

PRIORITY 2 – Urgent Repairs

Repairs which affect the comfort of the tenant(s) or are necessary for the re-letting of the property will be classified as an urgent Repair.

Examples of urgent repairs:

- Blocked sinks if the tenant is unable to clear the blockage
- Faulty communal TV aerial
- Minor electrical faults

PRIORITY 3 – Routine Repairs

Routine repairs are all other repairs that do not fall into the emergency or urgent categories.