

Grainger Trust Limited (GTL)

Repairs and Maintenance

Policy

May 2024

1. Introduction

- 1.1. Grainger Trust Limited (**GTL**) is committed to ensuring that its homes are well-maintained, and repairs are carried out in a timely and cost-effective manner to maximise the long-term life of the properties.
- 1.2. The purpose of this policy is to set out our approach to responsive repairs, cyclical and planned maintenance.
- 1.3. The main aims of this policy are to:
 - Provide clearly, the principles of our repairs and maintenance to our customers; enabling us to provide a seamless, high quality and customer focused repairs service for all customers; and to
 - Ensure the repairs and maintenance service meets all legal and regulatory requirements.
- 1.4. Please note issues such as Legionella, Asbestos, Gas and electrical services, and other H&S related areas are addressed in specific policies covering these areas. Our approach to adaptations is covered in our Adaptations Policy.

2. Scope

- 2.1. We offer homes for rent and for shared ownership.
- 2.2. This policy applies to all properties where we have the obligation to provide a repairs and maintenance service as the:
 - Landlord of tenanted properties;
 - Landlord of shared ownership properties; or
 - As the lessor or sub-lessor (as applicable) in respect of the exterior structure and communal areas and other mechanical and electrical equipment shared within a building.
- 2.3. Some Shared ownership properties may have a 10 year landlord repair period where we will be responsible for external, structural and some internal repairs and/or a financial contribution towards repairs. This applies to new build homes for the first 10 years of the property's life or until the Shared Owner reaches 100% ownership (whichever is sooner). This only applies to the new leases for which a S106 agreement was put in place after April 2021 and schemes that have been grant funded as part of the Affordable Homes Programme 2021-2026. Shared Owners should check their lease to confirm if this applies to their property.
- 2.4. Responsibility for repairs will be clearly outlined in the Shared Ownership lease or tenancy agreement.

- 2.5. We are responsible for ensuring that the service standards identified in this policy are met by ourselves or any subcontractors employed to conduct repairs and maintenance works.

3. Customer Responsibilities

- 3.1. We expect our Shared Ownership customers to carry out all repairs and maintenance works to their property as per the repairing obligations to the demise in accordance with their tenancy agreement or lease.
- 3.1.1. We expect our tenant customers to carry out any repairs and maintenance which is deemed the tenant's responsibility under the terms of the lease.
- 3.2. For any repairs and maintenance works which take place within any communal areas of the building, all customers will be charged a proportionate amount for these works as per the terms of the lease. The sum of these works will be included in the Service Charge for the building. Some Affordable Rent and Discount Market Rent residents may have the service charge inclusive in their rent or capped monthly charges.

4. Approach to Repairs and Maintenance

- 4.1. As the lessor of its properties and the landlord for its tenants, we are responsible for carrying out responsive repairs only. GTL maintains responsibility for cyclical works and planned maintenance under the terms of the lease agreement entered into by us.
- 4.2. Responsive repairs
- 4.3. Responsive Repairs are repairs which are carried out on a reactive basis as the need arises e.g. a loss of heating or power. Responsive repairs are split into the following three categories:
- **Emergency repairs:** Are repairs works which, if not carried out would pose an immediate risk to a customer or third party's health and safety or to the building's structural integrity. We aim to have an operative attend to an emergency repairs to make safe within 2 hours and complete the repair within 24 hours of being notified.
 - **Urgent repairs:** Are repairs works which, if not carried out would not pose an immediate risk but cause a serious inconvenience to the customer. This type of repairs could develop into an emergency repair if it is not addressed. We aim for urgent repairs to be completed within 3 working days.
 - **Routine Repairs:** These are repairs works that are not hazardous and do not cause any serious inconvenience to the customer. We aim for routine repairs to be completed within 12 working days after being reported.
- 4.4. All responsive repairs issues will be able to be logged via phone or email with us or directly with our repairs partners AXIS Europe, as directed in resident communications. Where an inspection is required, it will be scheduled and completed within 7 working days of a repair issue being reported. We always aim to complete your repair 'right first

time' but where this is not possible, we will make an appointment for your follow-on visit to resolve the issue.

- 4.5. We will always contact you to make an appointment for your repair rather than turning up unannounced. Customers will be notified of when the repair works will take place and how long the repair should take to resolve. Customers will be notified upon completion of the repair works and asked for feedback; we aim to complete at least 80% of repairs on time.
- 4.6. We will prioritise repairs depending on how serious they are and take any vulnerabilities into consideration. In times of high demand this may impact our ability to complete repairs on time as we have to prioritise the most vulnerable.
- 4.7. We recognise that it will be more difficult for customers with specific communication needs to access our information surrounding repairs & maintenance and reporting them. We will ensure that our communications are accessible to all as described in our Equality and Diversity Policy.

5. Approach to Cyclical and Planned Maintenance

- 5.1. 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.
- 5.2. Planned maintenance works are planned in advance and will be carried out to maintain the standard of our properties in line with our Asset Management Strategy Statement.
- 5.3. We will use stock data to schedule planned maintenance. An annual programme of planned maintenance works will be notified to customer whose properties are impacted by planned work.
- 5.4. Leaseholders will be given notice about and be consulted on any relevant planned works, in accordance with the Landlord and Tenant Act 1985, which contains the primary legislation about consultation in section 20 of the Act.

6. Policy Commitment

- 6.1. Repairs Responsibilities
- 6.2. Our tenancy and shared ownership agreements and leases set out the repairs and maintenance obligations for both us and our customer. When a customer signs the agreement and accepts the keys for the property it demonstrates that the obligations has been understood and accepted by both the customer and us.
 - 6.2.1. In line with our obligations. We will:
 - Carry out all repairs and maintenance work to their property as per the demise set out in the tenancy or shared ownership agreement or lease.
 - 6.2.2. We expect customers to:
 - report repair problems to us as soon as possible.

- call us if the repair is an emergency, unless email is a more accessible form of communication for the customer.

6.3. Appeals and complaints

- Any customer who feels that they have not been treated in accordance with this policy can refer to and use the complaints policy.

7. Policy Management

7.1. We regularly inspect completed maintenance works to ensure that they consistently meet required standards. Customers will be given 24-hours' notice prior to these inspections taking place.

7.2. We will monitor the effectiveness of the repairs and maintenance service provided using a number of key performance indicators:

- Resident satisfaction after a repair has been completed
- % Repairs completed on time
- % Repairs completed right first time
- Annual survey of satisfaction with repairs service

7.3. These metrics will be reported to the board on a quarterly basis and reviewed by the operational team monthly.

7.4. We will also use customer feedback and surveys to improve our repairs and maintenance service.

8. Background Documents

8.1. This policy should be read in conjunction with the legal and regulatory documents listed below:

- The Regulator of Social Housing's Safety and Quality Standard

and the following strategies and policies:

- Asset Management Strategy Statement
- Complaints Policy
- Equality and Diversity Policy

9. Review

This policy will be reviewed every two years or when there is a change in circumstances, in work practices or the introduction of new regulation or legislation.

