



Rentplus Homes: Repairs and Maintenance Policy

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1.0 Introduction

- 1.1. Rentplus Homes Limited ("**RPH**") 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 residents; enabling RPH to provide a seamless, high quality and customer-focused repairs service for all residents; and to
 - Ensure the repairs and maintenance service meets all legal and regulatory requirements.

2.0 Scope

- 2.1 RPH offers homes for rent.
- 2.2 This policy applies to all properties where RPH has the obligation to provide repairs and maintenance services as the Landlord of tenanted properties
- 2.3 RPH is responsible for ensuring that the service standards identified in this policy are met by themselves or any subcontractors employed to conduct repairs and maintenance works.

3.0 Resident Responsibilities

- 3.1 RPH expects its tenants 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.

4.0 Approach to Repairs and Maintenance

- 4.1 As the lessee of its properties and the landlord for its tenants, RPH is responsible for carrying out responsive repairs, cyclical works and planned maintenance under the terms of the lease agreement.
- 4.2 [Responsive repairs](#)
 - 4.2.1 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:** These are repair works which, if not carried out would pose an immediate risk to a resident or third party's health and safety or to the building's structural integrity. RPH aim to have an operative attend to an emergency repair and make it safe within 4 hours and complete the repair within 24 hours of receiving the request
 - **Urgent repairs:** These are repair works which, if not carried out would not pose an immediate risk but cause a serious inconvenience to the resident. This type of repair could develop into an emergency repair if it is not addressed. RPH aim for urgent repairs to be completed within 7 calendar days
 - **Routine Repairs:** These are repair works that are not hazardous and do not cause any serious inconvenience to the resident. RPH aims for routine repairs to be completed within 25 working days after being reported
 - 4.2.2 All responsive repair issues will be able to be logged via the tenant repairs online portal or by phone or email with RPH's managing agent. Where an inspection is required, it will be scheduled and completed within 7 working days of a repair issue being reported.

4.2.3 With all repairs, residents will be notified of when the repair works will take place and how long the repair should take to resolve. Residents will be notified upon completion of the repair works.

4.3 [Accessible Repair Services](#)

4.3.2 RPH is committed to ensuring that all tenants can access repair services and receive information in a format that meets their needs. Upon request, repair updates and communications will be provided in:

- Large print, braille, or audio formats.
- Translations for non-English speaking tenants.
- Verbal explanations via phone or in-person visits for those who may have difficulty reading written communication.

4.3.3 Where additional support is required, RPH will work with external agencies or tenant representatives to ensure effective communication.

4.4 [Priority Repairs for Vulnerable Tenants](#)

4.4.2 Rentplus Homes Limited (RPH) recognizes that certain tenants may require an enhanced repairs service due to their individual circumstances. In line with our commitment to ensuring tenant safety and well-being, RPH will prioritize repairs for the following groups:

- Older tenants who may be more vulnerable to health risks from disrepair.
- Households where a tenant or household member has a disability.
- Tenants who have reported domestic abuse, harassment, or anti-social behavior.
- Discreet handling of repair requests for tenants at risk, ensuring confidentiality and safeguarding their privacy.
- Priority scheduling of security-related repairs to reduce risks to tenant safety.

4.4.3 For these tenants, emergency and urgent repairs will be expedited where possible. Tenants who believe they qualify for a priority repair under these criteria should notify RPH at the time of reporting their repair

4.4.4 Additional security measures such as extra locks, security lights, or reinforced doors may be installed upon request. All security repair requests will be assessed on a case-by-case basis, and where necessary, RPH will work with local authorities or support agencies to provide further assistance.

5.0 [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, external decoration 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 RPH will use data obtained from stock condition surveys to schedule planned maintenance. An annual programme of planned maintenance works will be notified to a resident whose properties are impacted by planned work.
- 5.4 RPH is committed to ensuring clear and timely communication with tenants regarding repairs and maintenance. To enhance transparency and engagement:
 - Tenants will be consulted before the commencement of any planned maintenance work that may impact their home.
 - Regular updates will be provided throughout the repair process, including estimated timeframes for completion.
 - If delays occur, affected tenants will be notified as soon as possible, along with a revised schedule for the completion of the work.
- 5.5 To further support tenant engagement, RPH will offer multiple communication channels, including online, phone, and written updates, to accommodate varying tenant needs.

6 Policy Commitment

6.1 [Repairs Responsibilities](#)

- 6.1.1 Our tenancy agreements set out the repairs and maintenance obligations for both RPH and the resident. When a resident signs the agreement and accepts the keys to the property it demonstrates that the obligations have been understood and accepted by both the resident and RPH.
- 6.1.2 In line with our obligations, RPH will:
 - Carry out all repairs and maintenance work to their property as per the demise set out in the tenancy agreement.
- 6.1.3 RPH expects residents to:
 - report repair problems to RPH as soon as possible.

6.2 [Regulatory Compliance](#)

- 6.2.1 This Repairs and Maintenance Policy aligns with the Regulator of Social Housing's Home Standard, ensuring that all repairs and maintenance services:
- Meet legal and health & safety requirements.
 - Take into account the diverse needs of tenants, particularly those who are vulnerable.
 - Are delivered in a timely, cost-effective, and customer-focused manner.

- 6.2.2 RPH is committed to ensuring that all homes meet the requirements of the Decent Homes Standard, as set out by the UK Government. This means ensuring that:
- All properties meet the statutory minimum standard for housing (e.g., free from Category 1 hazards under the Housing Health and Safety Rating System (HHSRS)).
 - Homes are in a reasonable state of repair, with structural integrity maintained.
 - Residents have access to modern facilities, including kitchens and bathrooms that meet Decent Homes guidelines.
 - Properties provide a reasonable degree of thermal comfort, with efficient heating and insulation.

- 6.2.3 By aligning with the Decent Homes Standard, RPH ensures that properties are not only safe and habitable but also contribute to the well-being and comfort of tenants.

- 6.2.4 RPH will continue to review this policy in line with regulatory expectations and best practice standards in the social housing sector.

6.3 [Appeals and complaints](#)

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

6.4 [Policy Management](#)

- 6.4.1 The board has overall responsibility for this policy. This policy will be reviewed every three years – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.

- 6.4.2 RPH will engage tenants in reviewing our repairs policy, ensuring their views are incorporated into future policy updates.

- 6.4.3 RPH will inspect completed maintenance works to ensure that they consistently meet required standards. Residents will be given 24 hours' notice before these inspections take place.
- 6.4.4 In due course, RPH will monitor the effectiveness of the repairs and maintenance service provided using a number of key performance indicators:
- Repairs attended on time
 - Repairs completed on time
 - Number of repairs completed
 - Average cost per repair
 - Tenant satisfaction with repairs (monitored under customer satisfaction of services KPI)
- 6.4.5 These metrics will be reported to the Board quarterly.

7 Background Documents

- 7.1 This policy should be read in conjunction with the legal and regulatory documents listed below:
- The Regulator of Social Housing's Home Standard
- and the following strategies and policies:
- Asset Management Strategy Statement
 - Complaints Policy
 - Equality and Diversity Policy
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