

REPAIRS AND MAINTENANCE PROCEDURE



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:	REPAIRS & MAINTENANCE PROCEDURE
DATE APPROVED:	AUGUST 2025
EXPIRY DATE:	AUGUST 2028
OWNER:	BEN HAGGER
JOB TITLE:	HEAD OF STRATEGIC ASSET AND DEVELOPMENT
APPROVAL ROUTE:	EXECUTIVE MANAGEMENT TEAM

Repairs and Maintenance Procedure

1. Introduction

Teign Housing and Templer HomeBuild will manage repairs and maintenance to its stock portfolio in line with the Repairs and Maintenance Policy.

- We will attend and investigate to potential hazards within 10 working days and begin remedial works to make the home safe within 5 working days of inspections where there is a hazard found that poses significant health or safety risk.
- When no hazards are reported, we will attend to complete the repair, or if necessary refer for survey and diagnosis, within 20 working days of a repair being reported.
- When our attending tradesperson refers a repair for survey and diagnosis, we will aim to attend within 12 working days.
- For all reported Emergencies we will provide 365 day a year 24-hour service. For specific major emergencies we aim to attend within 2 hours.
- Non-emergency repairs will be arranged to suit the resident between Monday to Friday 8am – 4:30pm, or if requested 8am - 1pm, 10am – 2pm (families only) and 12 – 4:30pm.
- We aim to complete all repairs within 20 working days or 30 working days should an inspection or survey be required. A list of repair priorities is listed within Appendix 1.
- A list of typical resident repair responsibilities is set out within Appendix 2 and are further detailed within individual tenancy agreements.

2. Customer Service, Communications and Accessibility

We will provide a choice of ways to report a repair or make an enquiry about repairs and improvement works, via our website www.teignhousing.co.uk, including online webchat, or MyTeign app, by telephone 01626 322722 or by e-mail customerhub@teignhousing.co.uk or enquiries@templerhomebuild.co.uk, post or in person at our Millwood House office.

Appointments will be offered and confirmed for the majority of repairs at the first point of contact, when reported by telephone or electronically by e-mail, online webchat etc.

Exceptions will be for specialist subcontractors who will make and confirm appointments directly with the resident(s), and for larger works where a survey/inspection will be completed within 10 working days and works will then be scheduled and confirmed within 7 working days.

We will consider any relevant vulnerabilities that our residents may have when managing our repairs and maintenance service, ensuring where possible that our services are tailored to suit their needs.

Where a resident reports a communal repair the resident will be notified of the appointment.

We will aim to notify affected residents where a communal repair is a hazard that poses significant health or safety risk to residents of the block, scheme or the immediate community, as we believe is necessary and appropriate.

Following confirmation of appointments, where possible we will send reminder text alerts the day before the repair appointment, and, when on route to the appointment.

We aim to ensure residents receive regular updates on repairs and maintenance works at specific stages of the repair process, such as the re-scheduling of an appointment or referral to surveyors, when the works will be subcontracted to another contractor, delayed for any reason, where follow on works are required to complete the repair, or a quality inspection is going to be done.

If we are unable to complete repairs or follow on/further works are required, an appointment will be made while the tradesperson is still on site to ensure the resident is fully aware of the next appointment date for the work, or what the next stage of the repair process is.

3. Survey and Inspections

When a Building Surveyor visits a property/site we will look to maximise the opportunity, for example this may be to look at and review stock condition data, or consider the general property condition including issues with damp and mould.

4. Rechargeable Works and our Handyperson Service

Once responsibility for the repair has been established, we will inform our residents if they are responsible for the cost of the repair and ensure that they are advised of our intention to recharge in accordance with the Rechargeable Works Policy. Residents responsibilities are listed in (Appendix 2).

We offer a handyperson service provided by Templer HomeBuild to all Teign Housing residents.

The handyperson can fit curtain poles, put up shelves, fit stair gates, adjust doors after carpet laying and do other minor repairs around the home. We do not provide any materials such as screws or wall plugs etc, residents will need to supply these items and all other materials and have these ready.

The handyperson service is paid upfront, the hours requested will include for travel time which we will estimate at the time of booking.

On the day of the appointment should there be any significant delays due to issues beyond our control we will offer the options to either continue with the appointment but without any guarantee of completing the tasks requested, offer another appointment at our earliest opportunity, or a partial refund of the payment taken less our standard administrative charge.

5. Adaptions for people with a disability

Teign Housing is committed to providing an adaptations service which supports tenants and enables them to live independently within the community, ensuring their home remains safe

and accessible.

We aim to support tenants ensuring they experience a good quality of life within their homes, making best use of housing stock and the need to achieve value for money.

Through the implementation of the adaptations policy, Teign Housing aims to provide individually tailored solutions, which improve the quality of life and promote the social inclusion of our customers who are sick and/or disabled.

We will service stair lifts or similar equipment installed by Teign Housing or fitted under the DFG scheme once they are out of their warranty period with the costs serviced charged to the resident.

If a repair is needed to minor adaptations, such as handrails or semi-portable equipment provided for a person who no longer needs them, we will remove them, if they are not needed for another household member.

If a dwelling has been designed or adapted to be accessible to wheelchair users or has been designated for use by older people or another user group with a need for those adaptations, then adaptations will be maintained and not removed.

Non-removable adaptations, such as structural alterations, concrete ramps etc. will be retained and maintained, and adaptations that take the place of standard fixtures or fittings such as a kitchen or wet-room will be maintained by Teign Housing

6. Planned maintenance, improvements and major repairs

Teign Housing maintains a stock condition database containing information about the age and condition of our properties including the individual components within them. There is a planned annual programme of property resurveys to ensure that our information is updated.

The lifecycles and replacement costs recorded in the database are used to inform our annual Planned maintenance and improvements programme and are consistent with the requirements of the Decent Home Standard. They are updated on a regular basis to ensure that costs forecast remain representative and current.

The lifecycles used for the Teign Standard have been developed with resident engagement and agreed in consultation with residents.

Repair data analysis will be used to support and inform our operational and asset management decisions. We run an annual programme of planned maintenance and major repairs to ensure that the stock is maintained and improved where appropriate, and to help manage the costs of repair and maintenance of ageing components.

Teign Housing plans maintenance/improvements to achieve value for money. We will consider delivering larger scale responsive repairs where multiple properties require the same type of repair with a planned approach that would provide better value for money providing that this does not present a risk or significant inconvenience to our residents.

Carbon reduction and energy efficiency will be considered in every aspect of our repairs and maintenance services considering energy efficiency as part of any reactive repair or refurbishment work by reducing energy-using equipment and using energy efficient equipment.

We are committed to maximise our investment in safe, sustainable homes which the customer can afford to heat and we will therefore target investment and repair improvements to minimise disruption to the customer while we also prepare their home to be ready to be zero carbon in the future.

Fossil fuel heating systems (oil and gas) will not be replaced like for like as a matter of course and in any case the insulation levels of the property will be carefully assessed and improved as necessary.

Where it is necessary to deal with statutory suppliers (e.g. water, drainage gas and electricity), or similar such as Planning and Conservation or Building Control we will document all correspondence and notes within our systems. We will advise the resident of the need, and that this may cause a delay in the matter being resolved.

Where the resident is a direct service user, we will encourage the resident to also report the matter and provide us with a case reference or similar information for our records.

7. Standards

Quality control checks will be undertaken on completed works and a minimum of 10% of completed jobs with a value over £1500.00 will be post inspected by a member of Templer HomeBuild staff.

If a customer is dissatisfied with the quality of a repair, a re-inspection will be conducted and if required appropriate measures will be taken to ensure the work is completed to an acceptable standard.

The feedback we receive from our customers is monitored and recorded and used to drive improvements in our services.

Service standards and performance targets will be incorporated into all contractual agreements with Templer HomeBuild and external service providers and monitored monthly to ensure these are being maintained and improved.

We will measure and benchmark our performance against our peers and adopt practices to help maintain and improve our performance across all areas of the service.

8. Performance Targets

Teign Housing and Templer HomeBuild have a suite of Key Performance Indicators which have been developed and agreed through consultation with staff and residents.

Our targets take due account of sector best practice, and are regularly benchmarked against our peers via HouseMark performance monitoring,

We will publicise our performance within Corporate and Operational Scorecards to the Teign Housing and Templer HomeBuild Boards and our Executive Management Team and use these to monitor and manage our performance at operational meetings and performance reviews.

9. Internal Decorations

Damage to internal decorations when carrying out repair works will be minimised as far as possible, when damage is unavoidable, we will make good the damage to match as closely as possible to original finishes. If decoration cannot be matched to an acceptable standard, we will redecorate the area, for example the affected wall but not the entire room.

10. Health, safety and temporary accommodation

Teign Housing will carry out any work necessary to ensure the health and safety of our residents and will ensure equality of service by considering any relevant vulnerabilities when managing repairs and maintenance.

If a resident cannot be contacted by phone or email in order to arrange repair work considered necessary, we will write to the resident. If we do not receive any response within 10 working days, or we consider the resident is being obstructive or is preventing us from completing repair work that ensures their safety and or the safety of others, then we may take legal action to ensure that the necessary work is completed.

All work will be commissioned, carried out and managed in accordance with current Health and Safety legislation, regulatory requirements, approved codes of practice and accepted best practice, reflected in Teign Housing's health and safety policy.

If a property becomes unsafe or repair works are required that may make the property unsafe or temporarily uninhabitable, we will provide suitable temporary alternative accommodation for the duration of the work as per our decant policy.

11. Resident Satisfaction

We will measure the transactional satisfaction and our residents perspective of our services against our performance targets, and adopt practices such as implementing lessons learnt to help maintain and improve our performance where necessary..

We want to achieve a quality service every time, and welcome our residents' opinions and feedback to help maintain and improve the service which we provide.

Following a repair, residents with an email address will be sent an online survey to complete. Residents without email will be telephoned for feedback. The survey results are reported and reviewed each month. Any dissatisfaction or a complaint expressed by a resident will be acknowledged with a formal complaint being raised.

Customers will be regularly consulted, and their views will be taken into account in the design of our repairs service. We will analyse the feedback we receive to identify and implement improvements.

12. Contractor Selection

All subcontractors providing services to Teign Housing and Templer HomeBuild will be selected based on an assessment of (1) competence and experience; (2) value for money; (3) financial viability and (4) health, safety, environmental and quality (HSEQ) management.

Subcontractor selection is a critical part of our procurement strategy, enabling us to leverage specialised skills and deliver high-quality outcomes for our customers. Effective management of subcontractors is essential not only for maintaining control over project costs but also for ensuring that our HSEQ standards are consistently met.

Our subcontract management process is designed to optimise collaboration with our subcontractors, from initial selection to ongoing performance monitoring and final project delivery. By closely managing these relationships, we ensure that every subcontractor aligns with our expectations, complies with industry regulations, and adheres to agreed budgets and schedules. All subcontractors will be required to adopt and comply with Teign Housing and Templer HomeBuild's Contractors Code of Conduct.

This structured approach helps us optimise value for money, minimise risks, and deliver successful outcomes for our customers. Through diligent oversight and proactive communication, we build strong partnerships with our subcontractors, fostering a culture of accountability and excellence.

Wherever possible, we will support the use of local contractors to promote education, skills and employment opportunities in the local community

13. Risk

Risk will be managed in accordance with the overarching principles of Teign Housing and Templer HomeBuild's Risk Strategy, Policy & Procedure; the aim of which is to detail the arrangements for identifying, evaluating and controlling risks which may affect the delivery of our service.

Each element of our repairs and maintenance service will have an individual risk management plan providing guidance on how to identify, analyse, evaluate and treat risk. Each risk management plan is a continual process which involves the following key steps;

- Identify the risk
- Identify risk owner
- Evaluate the risk
- Compare against tolerance
- Identify suitable controls

- Implement controls
- Monitor & measure effectiveness

The operational delivery teams will be responsible for undertaking and maintaining the risk management plans.

14. Customer Improvements

If customers ask us for permission to carry out improvements to their home, we will not withhold consent unreasonably, consent will be conditional on the work being carried out to a standard acceptable to Teign Housing and by a competent or appropriately qualified person.

For example, gas installation work must be carried out by a contractor who is Gas Safe Registered; electrical work must be carried out by a contractor who is on the role of the National Inspection Council for Electrical Installation Contracting [NICEIC] or the Electrical Contractors Association [ECA].

The Customer will be responsible for obtaining any consent, such as planning permission or building regulations approval etc. required for the work. We may also ask the customer to provide evidence of consultation with customers of neighbouring properties if the work they are proposing is likely to have an effect upon them.

We will make our customers aware of the Compensation for the Right to Improve they would be entitled to, at the time that they request permission to carry out the work.

All requests will be processed within our housing management system. If conditional consent is granted, we will advise the customer in writing why the consent has been made conditional and explain the reasons for the conditions. The customer must comply with the conditions and failure to do so may place the customer in breach of their tenancy agreement and lead to Teign Housing taking action against them to ensure their compliance.

If a customer considers that any condition is unreasonable, they will have the right to complain in accordance with our complaints policy and procedure.

We will provide a written response to requests to carry out improvements within 20 working days.

We will not give consent to requests to carry out works which would reduce the amenities of the property, accessibility for wheelchair use or similar or make the property less suitable for a particular user group for which it has been identified, reduce its value if sold on the open market or reduce the amount of rent which Teign Housing would be able to charge for letting the dwelling. Nor will consent be given for larger works that put Teign Housing at risk due to abandonment and or non-completion of these works or other foreseeable issues relating to future liabilities.

We will not approve work which would reduce safety, specifically fire safety related to open fires and multi -fuel appliances, reduce the SAP (energy performance) rating of the property or reduce compliance with Decent Homes Standard or if the work is likely to interfere with the amenities enjoyed by other customers, contravene planning conditions, covenants or other relevant legal constraints or hamper foreseeable maintenance work.

If Teign Housing refuses to give its consent to any written application from any customer to make an improvement, alteration or adaptation to a dwelling we will give the customer a written statement of the reason why consent was refused.

Teign Housing will carry out a post inspection of all approved works on completion to ensure that all conditions have been complied with and that the standard of work is acceptable.

15. Review

Teign Housing will undertake regular reviews of these procedures to ensure that we continue to follow best practice within the sector, and benchmark our performance against peer groups locally and nationally through 'House Mark' and other forums.

We will engage our customer representatives, service groups, Residents Forum, Scrutiny Panel, those dissatisfied with our service and any other stakeholders deemed relevant to ensure that we seek and receive appropriate input following the Better Social Housing Review recommendations.

The procedures will be reviewed whenever there is a change in Government policy or any other relevant legislative body which might affect these procedures.

As a minimum requirement, reviews will take place at intervals of not more than 3 years.

The Head of Strategic Asset and Development will be responsible for ensuring that reviews of this procedure are undertaken.

APPENDIX 1: Repair priorities

Emergency repairs (24 hours)

Emergency repairs are normally defects (hazards) that put the health and safety or security of the customer, or a third party, at immediate risk and will be attended to make the home safe. Emergency repairs may also be carried out if the structure of the building is at risk.

This could include:

- Total loss of water;
- Burst water main;
- Flooding;
- Severe storm damage;
- Total loss of electricity supply;
- Major fault with the electricity supply;
- Unsafe electrical fittings;
- Breaches of security to outside doors and windows;
- Total loss of gas supply;
- Gas leak;
- Blocked flue;
- Blocked main drains, soil pipe or only toilet;
- No hot water;
- Loss of entire heating provision in cold weather (or 31 October – 1 May) or if you are elderly, disabled or chronically sick, or if you have children under five years old;
- Serious roof leaks and other major structural failures
- Failure of lift;
- Failure of warden alarm or call system;
- Fire damage;
- Offensive or racist graffiti.

Repairs 'By Appointment'

These are repairs which do not constitute a significant or emergency hazard but which may materially affect comfort and convenience or are defects that can be deferred without serious discomfort, inconvenience or nuisance to you or a third party or long-term deterioration of the building.

These could include:

- Blocked drains, sinks, basins, bath, toilet (where you have more than one);
- Defective cistern or overflow;
- Heating faults or breakdown;
- Hot water faults or breakdown;
- Minor electrical faults;

- Roof leaks;
- Blocked gutters;
- Severe dampness;
- Breaches of security to internal doors and windows;
- Failure of entry phone;
- Repairs to void property;
- Graffiti;
- Faulty extractor fan;
- Defective flooring;
- Faulty communal TV aerial;
- Damage to stair treads or hand rails or banisters;
- Minor plumbing leaks or defects.
- General joinery repairs;
- Repairs to doors, windows and floors;
- Repairs to external walls, fences and paths;
- Repairs to walls, brickwork and slates or tiles;
- Repairs or clearing of gutters and down pipes;
- Repairs to kitchen fittings;
- Repairs to plasterwork;
- Dripping or leaking taps or shower units;
- Other minor plumbing repairs;
- Repairs to tiling;
- Easing doors and windows;
- Other minor day-to-day repairs or replacements.

APPENDIX 2:

Resident Repair Responsibilities

General	Keep the property in a good and clean condition, and use the fixtures and fittings responsibly
Bleeding radiators	
Chains and plugs	On basins, baths and sinks
Clotheslines and posts	Any clotheslines and rotary dryers in your garden
Decoration (internal)	Unless damage to internal decorations is caused by or in the course of completing repair works
Domestic appliances	Such as cookers fridges and ovens, washing machines and dishwashers including flexi supply pipes and drainage hoses. (Unless provided and retained by Teign Housing as part of the Head Start white goods scheme)
Fences and gates	Unless forming boundary to roads, footpaths or similar or provide edge protection from falls, or are the responsibility of a private adjoining owner.
Fixtures and fittings	Such as coat hooks, curtain rails
Floor coverings	Unless provided by Teign Housing – typically this will be vinyl in kitchens and bathrooms and carpets in flats and maisonettes
Minor plaster repairs	Such as small holes or other defects and minor cracking in and between surfaces/finishes
Glazing	Cracked or broken glass unless due to structural defect
Garden(ing) maintenance	If the household has the sole use of the area. Including dustbins and refuse areas
Infestations	Including infestation by ants, wasps, bees, cockroaches, mice or fleas. Rats will be dealt with by Teign Housing if found within a property.
Internal door locks/latches	
Lighting	Replacing any light bulb, including fluorescent strips and starters
Loss of keys	Including repairs to forced entry if you get locked out
Resetting heating and hot water systems, and the like if turned off or if there is a power cut	Including the resetting of any heating controls or programmers
Tap washers	
Telephone points	

TV aerials and sockets	Unless communal
Waste blockages	Including basins, bath, WCs
WC chains and pulls	
WC seats	