



Thursday, 14 November 2024

Report of Cabinet Member for Housing,
Councillor Virginia Moran

Repairs and Maintenance Policy

Report Author

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Purpose of Report

To inform the Committee of the updated Repairs and Maintenance Policy effective from April 2025.

Recommendations

That the Committee:

- 1. Notes the contents of the reports and the updated Repairs and Maintenance Policy and**
- 2. Recommends the approval of the updated Repairs and Maintenance Policy to Cabinet, effective from April 2025.**

Decision Information

Does the report contain any exempt or confidential information not for publication?

No

What are the relevant corporate priorities?

Housing
Effective council

Which wards are impacted?

(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no financial implications arising directly from this report.

Completed by: Paul Sutton Interim Head of Finance (Deputy s151)

Legal and Governance

- 1.2 There are no legal or governance implications that are not already outlined within the body of the report.

Completed by: James Welbourn, Democratic Services Manager and Deputy Monitoring Officer

Health and Safety

- 1.3 The requirement to provide timely repairs and maintenance on statutory and safety related matters as outlined by Housing standards and the Housing Act are clear. The outlined Policy will support this and aligns with the Total Housing Compliance Policy to provide assurance that works are completed.

Completed by: Philip Swinton Health, Safety and Compliance Manager

2. Background to the Report

- 2.1. Following the recommendations from the recent repairs audit and the appointment of a new Head of Service (Technical Services) in June 2024 the existing Repairs and Maintenance Policy has been reviewed and updated.
- 2.2. The document has been streamlined to make it more customer friendly and clarify the approach to delivering the repairs and maintenance service.
- 2.3. The updated policy includes the proposal agreed by Committee at its meeting on 19 September 2024 that whilst there are outstanding requests for access to properties to complete essential inspections/surveys then the Council will refuse to undertake non-emergency reactive repairs.

2.4. The updated policy also addresses the requirement from the regulator to set out clear timeframes for carrying out reactive repairs.

3. Key Considerations

3.1. The Regulator of Social Housing regulates local authorities and housing associations, including setting Consumer Standards which housing providers must follow. Within the Consumer Standards is the Safety and Quality Standard which became effective from April 2024.

3.2. The Safety and Quality Standard requires that registered providers have the following in place:

- An accurate, up to date and evidenced understanding of the condition of their homes that informs their provision of good quality, well maintained and safe homes for their tenants.
- Tenant's homes must meet the standard set out in the governments decent homes guidance and continue to maintain their homes to at least this standard.
- Take all reasonable steps to ensure that the health and safety of tenants in their homes and associated communal areas.
- Provide an effective, efficient and timely repairs, maintenance and planned improvements service for homes and communal areas.
- Assist tenant seeking housing adaptations to access appropriate services.

4. Other Options Considered

4.1 To not update the Repairs and Maintenance Policy. This option was discounted for the reasons given in paragraph 2.1 above.

5. Reasons for the Recommendations

5.1. To ensure an updated Repairs and Maintenance Policy which meets regulatory requirements and our internal auditors' expectations.

5.2. To ensure the most efficient and timely repairs service for the Council's customers.

6. Appendices

6.1 Appendix A – Repairs and Maintenance Policy