

Policy checklist	
Policy owner	Park Properties Housing Association
Author	Wendy Pretten
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Park Properties Housing Association will provide this policy, on request at no cost, in large print, in Braille, in audio or other non-written format, and in a variety of languages.

1.0 Introduction

This policy sets out PPHA's approach as a landlord to repairs and maintenance for our affordable rented customers' homes (houses and flats).

- We understand that good housing is an important element for stability and living well.
- We believe that a quality repairs and maintenance service is important.
- Our aim is to deliver a customer focused, high quality, "Right First Time" (RFT) and cost-effective responsive repair service.
- Through the effective delivery of this service, we will look after our customers, demonstrate value for money, and protect the value of our core assets.

2.0 Our responsibilities

2.1 Under Section 11 of the Landlord and Tenants Act 1985, our repairs obligations are:

- To keep in repair the structure and exterior of the dwelling-house (including drains, gutters and external pipes),
- To keep in repair and proper working order the installations in the dwelling-house for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity), and
- To keep in repair and proper working order the installations in the dwelling-house for space heating and heating water.

3.0 Response timelines

- Category 1: Emergency repairs – To be attended to within 24 hours, and completion within 5 working days.
- Category 2: Urgent repairs – To be attended to within 5 working days and completed within 21 working days.
- Category 3: Non-urgent repairs – To be attended to within 21 working days and to be completed within 60 working days.

4.0 Cyclical Maintenance

The safety and well-being of our customers is a fundamental objective. PPHA will undertake the cyclical testing and maintenance of components, including gas heating systems, electrical circuits, lifts etc in accordance with current legislation, Health & Safety guidelines and other appropriate industry standards.

5.0 No Access

In an emergency we may have to enter a home without your prior consent. We only consider this as a last resort when all other means of access have been considered. The following situations are emergencies.

- A risk to people
- Water leaks
- Gas leaks
- Electrical problems causing loss of power to some or all of the property
- Concern for the well-being of a person

6.0 Vulnerable Customers

We will ensure that our service is tailored to meet the needs of vulnerable customers. This may include a quicker response period where a customer's needs put them at increased risk or discomfort as a result of any repair requirements.

7.0 Performance Reporting

We will monitor our repairs performance on a regular basis and at Quarterly PPHA Board meetings.

Learning from service failure will form part of our regular reporting to the PPHA Board.

8.0 Best Practice and Review

This policy has been developed regarding examples of best practice and guidance. There will be an automatic review of this policy whenever there is a change of statutory or regulatory provisions or when other Best Practice information becomes available that will impact on the policy. In any event there will be a substantive review of this policy every two years.