



# **Encircle Housing**

## **REPAIRS AND MAINTENANCE POLICY March 2019**

## **ENCIRCLE HOUSING**

### **REPAIRS AND MAINTENANCE POLICY**

#### **Introduction**

Encircle Housing is committed to ensuring that its Repairs and Maintenance Policy meets all relevant legal and good practice requirements. We are also committed to the ongoing improvement of our repairs service.

The purpose of this policy is to:

- Effectively manage the repairs and maintenance obligations of Encircle Housing
- Comply with all relevant government legislative requirements
- Ensure that all residents live in a safe and habitable home at all times

#### **Planned and programmed maintenance**

Planned maintenance is work carried out on a planned basis to maintain the general condition of property and fittings provided by Encircle Housing. This includes cyclical maintenance of the exterior of the building, communal areas and the periodic servicing of certain equipment and installation. All planned maintenance work will be carried out in accordance with regulatory standards, relevant legislation, manufacturer's instructions or good trade practice.

Encircle Housing have a responsibility to repair and maintain and therefore are not obliged to carry out any improvements to their properties outside of those which are part of planned programmes of work. Any improvements that Encircle Housing make to individual properties outside of planned works will be done so on an individual case basis.

Residents are not permitted to make improvements to their home or carry out repairs themselves.

#### **Responsive day to day repairs**

All other items of non-urgent work shall be categorised as Routine. Contractors shall be instructed to complete the required repair within 10 full working days (commencing the day the repair was reported).

#### **Out of Hours Emergency Repairs**

Incidents which present circumstances that constitute a safety hazard or which make a property uninhabitable shall be categorised as an Emergency. This will include, but not be restricted to, incidences of fire and flood.

Contractors will be instructed to attend within 6 hours of the repair being reported and shall carry out any repairs to make safe immediately on attendance. Any follow up work required will be allocated a completion category timescale that reflects the extent and nature of the work required.



Encircle Housing shall have in place arrangements to ensure requests for emergency repairs can be received and responded to 7 days a week. Monday – Friday 5.30pm – 11pm Saturday and Sunday 8am – 11pm.