Golden Lane Housing Limited

Repairs and Maintenance Policy

Policy Owner: Director of Property and Sustainability

Policy Manager: Head of Property and Sustainability

Version: 4

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Contents

Version	Author	Amendments	Approved By	Approval Date	Review Date
1	Keith Henderson	Draft Policy aligning Repairs and Maintenance Policy into new template			

1. Purpose

The purpose of this policy is to set out Golden Lane Housing's commitment and approach to delivering an efficient, effective and value-for-money repairs and maintenance service that keeps homes safe, habitable and compliant, while meeting the needs of tenants with learning disabilities and autism.

As a specialist housing provider for people with learning disabilities and autism, Golden Lane Housing recognises that meeting tenants' expectations of a high standard of service delivery is essential. GLH acknowledges that the provision of a value-for-money repairs service is one of its core priorities. This policy should be considered in conjunction with the corresponding procedures and other policies as referred to within this document.

This policy sets out GLH's commitment to deliver, and tailor where applicable, an efficient and effective responsive repairs service that not only meets the requirements of our tenants; but also enables us to fulfil our statutory, regulatory and contractual obligations

The delivery strategy of GLH is to use our in-house works team (Resolve Solutions) on general day-to-day repairs but employ alternative approved contractors to ensure a high-quality model for repairs delivery and compliance. GLH is committed to working with our tenants to achieve improvements in service delivery, offering and performance, including by seeking feedback via tenant representative groups as an example and responding effectively to complaints.

This policy sets out a clear and accountable approach to repairs, safety, communication, vulnerable-tenant protections, damp and mould management, and performance transparency.

2. Scope

This policy applies to all Golden Lane Housing Limited ("GLH") employees, contractors, agents, Board members. This policy applies to all GLH-owned, leased and managed homes and to all GLH colleagues, contractors, agency partners and in-house service providers involved in repairs and maintenance. It covers responsive repairs, emergencies and out-of-hours, damp and mould, disrepair, adaptations, voids, and building safety-related issues.

3. Definitions

Key definitions used within this policy:

1. **Emergency Repair:** A repair affecting the safety or basic security of a property or potentially affecting health (e.g., gas leak, uncontrollable water leak, serious electrical

fault). Target: attend within 24 hours to make safe; follow-on works arranged as required.

2. **Out-of-Hours Emergency:** Emergencies reported outside office hours. Standard response is attendance within 24 hours; On-Call Manager available for escalation.
3. **Appointable Repair:** Repairs that can wait without causing major inconvenience (e.g., leaking gutter). Target: complete within 20 working days with AM (8am–1pm) or PM (1pm–5pm) appointments offered.
4. **Awaab's Law Significant Hazard:** Damp and mould or other hazards presenting material risk to health requiring timebound investigation, make-safe and remedial works as prescribed by regulations.

4. Link to the Risk Management Framework

This policy mitigates key risks including tenant health and safety (e.g., damp and mould, gas, electrical and structural hazards); regulatory non-compliance (statutory duties and Consumer Standards); financial exposure from disrepair and inefficient delivery; and reputational risk arising from poor service performance.

Level 2 Risk	Level 3 Risk
Health & Safety	Tenants' safety incidents (gas, electrical, fire, structural); damp and mould health hazards; unresolved Category 1/2 hazards under Awaab's Law.
Regulatory & Compliance	Breach of statutory duties (Awaab's Law, Gas Safety, Building Safety, Homes (Fitness for Human Habitation) Act); non-compliance with Consumer Standards; Ombudsman Code breaches
Service Delivery & Tenant	Failure to meet repairs timescales (emergency/appointable); poor communication or missed appointments; repeat repairs; low satisfaction
Financial & Legal	Disrepair claims and compensation; inefficient delivery increasing cost per repair; disputes over recharges; procurement non-compliance.
Asset & Building Safety	Deterioration of asset condition; incomplete Golden Thread records; inadequate triage leading to unresolved building safety risks.
Reputation	Adverse publicity from service failures, damp and mould cases or enforcement action; loss of stakeholder confidence

5. Roles and Responsibilities

In addition to overall policy ownership and management, the following roles and responsibilities apply:

Role	Responsible For
Director of Property and Sustainability (Policy Owner)	Overall accountability for the Repairs & Maintenance Policy and compliance.
Head of Property & Sustainability (Policy Manager)	Day-to-day management and delivery oversight; ensuring performance, safety and quality; embedding learning and improvements.
Property Services Centre	Repair diagnostics, priority setting, appointment booking, tenant communication and satisfaction follow-up.
Resolve Solutions (in-house team) & Approved Contractors	Carrying out repairs to standard and timescales; providing en-route notifications; maintaining site safety; recording job data.
All Staff and Contractors	Safeguarding, reasonable adjustments, accessible communications, respectful behaviour in tenants' homes.

6. Content

6.1 Reporting Repairs & Contact Routes

Repairs can be reported 24/7 via 0300 003 7007 (Option 1 during office hours; diverted out-of-hours), by email to propertyservices@glh.org.uk, or via www.glh.org.uk. All reports are triaged using diagnostic scripts that reflect Awaab's Law, building safety risks, disrepair indicators and damp and mould triggers.

6.2 Prioritisation & Response Times

Emergency Repairs: Attend within 24 hours to make safe; follow-on works scheduled as required.
Out-of-Hours Emergencies: Attend within 24 hours; On-Call Manager available for escalation.
Appointable Repairs: Target completion within 20 working days with AM/PM appointment windows. Flexible appointments are available to meet individual needs.

6.3 Appointments & Missed Appointments

Appointments are offered at first point of contact where possible. Contractors provide SMS/phone notifications when en-route. Where access is not possible or appointments are missed, GLH will investigate contractor failures, rebook appointments where required, and issue follow-up communications after repeated instances of no access. Recharges may be applied where appropriate.

6.4 Communication & Tenant Satisfaction

Emergency and out-of-hours attendances are followed up by the Property Services Centre to confirm attendance, agree follow-on actions and log satisfaction. Appointable repairs are confirmed in writing (plain English) with repair details and references. Satisfaction is collected via phone, post, and in-field PDAs for in-house works.

6.5 Enhanced Service for Vulnerable Tenants

GLH provides a flexible, tenant-focused service for vulnerable tenants, including reasonable adjustments, liaison with support teams/families, ID at all times, considerate working practices, and specific tasks (e.g., relighting pilot lights, bleeding radiators, replacing plugs, enclosed light bulbs, shower heads/hoses) where vulnerability prevents tenants from completing these.

6.6 Repairs in Leasehold Properties / Head Landlord Arrangement

GLH operates a structured triage process to determine repair responsibilities in leasehold properties, ensuring that obligations are correctly assigned in line with the specific lease terms. Where repairs fall under the responsibility of a head landlord or managing agent, GLH will promptly report the issue and actively pursue completion of the works, while ensuring that all repair activity and correspondence are accurately recorded within the GLH housing management system.

If a head landlord fails to act, or there are unreasonable delays in carrying out their repair responsibilities, GLH may intervene to undertake the necessary works to safeguard tenants and maintain property standards. In such cases, GLH will apply the Recharge Policy to recover costs where appropriate.

6.7 Damp and Mould Management (Awaab's Law)

GLH recognises the health risks of damp and mould and does not attribute these to "lifestyle". We address root causes (ventilation, thermal/insulation, moisture ingress, building defects) through remedial and planned works.

- Prescribed timescales (Phase 1 from 27 Oct 2025):
- Investigate potential hazards within 10 working days.
- Provide written investigation outcome within 3 working days of investigation completion.
- Make safe within 5 working days of investigation ending.

- Begin (or take steps to begin) further works within 5 working days; where not possible, as soon as possible and no later than 12 weeks.
- Emergency hazards: investigate and act as soon as possible and within 24 hours.
- Provide suitable alternative accommodation where the home cannot be made safe within 5 working days (or 24 hours for emergencies).

Triage categories:

- Category 1 – Emergency hazard (imminent/significant risk): appointment within 24 hours.
- Category 2 – Significant hazard (material health risk): appointment within 10 working days.

Cases are actively managed with accessible communication at each milestone, evidence recorded in repairs/asset systems, and post-works verification to confirm resolution. Escalation to senior management will consider decant where statutory timescales are at risk.

6.8 Disrepair

All disrepair claims are investigated with a full condition survey and repairs record review. Where disrepair is established, works are expedited and compensation managed in line with the Compensation Policy. Early identification triggers are built into call handling with a Disrepair Tracker used to monitor risk and learning.

6.9 Adaptations

Minor adaptations are assessed by Property Surveyors to meet specific needs and support independent living. Where a tenant requires substantial home modifications (Major Adaptations), funding may be sought through a Disabled Facilities Grant (DFG).All such requests must be supported by a formal assessment from an Occupational Therapist (OT) to verify clinical necessity.

For properties held under a leasehold interest, written consent from the Head Landlord must be obtained prior to the commencement of any physical works. The Property Surveyor will act as the technical lead, facilitating the approval process and ensuring all adaptations meet the required safety and quality standards.

6.10 Property Valuations for Insurance

As part of this policy, GLH obtains reinstatement valuations for its insurance provider to ensure valuation accuracy. These valuations are essential for asset planning and insurance provision adequacy. Upon receipt, the valuations are stored within GLH's housing management system and maintained and updated on a regular basis.

6.11 Property Health Checks (Stock Condition Surveys)

To enable GLH to maintain accurate and up-to-date asset information, periodic Property Health Checks are undertaken. This is an internal and external assessment of all components, compliance elements and risks such as damp and mould. These findings are recorded within GLH's housing management system and are used for lifecycle planning, compliance oversight, and targeted investment.

7. Regulatory Context

This policy aligns with the following key legislation and regulations:

1. Landlord & Tenant Act 1985
2. Housing Act 2004
3. Defective Premises Act 1972
4. Commonhold & Leasehold Reform Act 2002
5. Management of Health and Safety at Work Regulations 1999
6. Building Regulations Act 1984
7. Health and Safety at Work etc. Act 1974 (Sections 2–4)
8. Housing Health and Safety Rating System 2006
9. Equality Act 2010
10. Homes (Fitness for Human Habitation) Act 2018
11. Control of Asbestos Regulations 2012
12. Gas Safety (Installation and Use) Regulations 1998
13. Building Safety Act 2022
14. Awaab's Law (statutory time limits for hazards)
15. Housing Ombudsman's Complaint Handling Code (statutory from April 2024)

8. Related Policies

This policy should be read in conjunction with the following:

- Asset Management Strategy
- Building Safety and Management Policy
- Compliance Management Plans
- Empty Homes Policy
- Decant Policy
- Sustainability Strategy
- Compensation Policy
- Recharge Policy
- Damp and Mould Management Plan

9. Linked Standards and Procedures

Detailed procedures for diagnostics, scheduling, contractor management, damp and mould triage, disrepair investigation, and adaptations assessment support this policy and will be maintained by Property and Sustainability Team.

10. Oversight and Reporting

Performance is monitored through monthly targets, post-inspections, satisfaction surveys, contractor reviews and Board-level reporting. Core KPIs include emergency attendance within 24 hours, appointable repairs completed within 20 working days, damp andatutory timescale compliance, missed appointments, repeat repairs, and tenant satisfaction. Annual results are published in GLH’s Annual Report.

11. Policy Non-Compliance

The provisions of this policy are Rules where compliance is mandatory and any exceptions or waivers may only be authorised by the Policy Owner, with escalation to Executive or Board Committees if required. Unauthorised breaches must be recorded as a Policy Non-Compliance within the 4Risk system and reported to Risk & Audit Committee on a case-by-case basis. All staff must escalate issues promptly so corrective action can be taken.

It is the responsibility of all staff to ensure any policy non-compliance issues are raised in a timely manner to the Policy Owner in order that corrective action may be taken. Where a provision of this Policy is explicitly expressed as a Guideline, non-compliance does not need to be recorded.

12. Ownership & Regular Review

This policy is owned by the Director of Property and Sustainability. It is reviewed every two years by GLH governance and ultimately approved by the Housing and Property Committee

Interim policy reviews will occur in the event of a material change in business strategy, the GLH Plan, operating environment or at the direction of the Executive or Board.

The policy may be subject to further thematic targeted reviews on a risk-based approach through Heads of Service monitoring or Internal Audit reviews.

13. Link to GLH Plan

This policy supports GLH's strategic objectives by enhancing services for tenants, ensuring they understand what to expect and how to access services, improving satisfaction and feedback mechanisms, and ensuring that homes meet and exceed the Decent Homes Standard.