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Repairs and Maintenance Policy

Scope of Policy

This policy sets out the overall approach that Platform Housing Group (the Group) will take in relation to the repair and maintenance of properties it owns and/or manages. It provides clarity for customers, colleagues, and contractors, and demonstrates compliance with legal and regulatory requirements, including the Social Housing (Regulation) Act 2023 and Awaab's Law.

Applicability

The principles of this policy apply to all customers regardless of tenancy type. However, the full provisions of this policy only apply to customers living in social, intermediate, affordable and market rented homes with assured, secure and assured shorthold tenancies.

The full provisions of this policy do not apply to:

- new homes that are within the initial defects liability period of up to a year after handover (customers should refer to their welcome pack for details); or
- shared ownership or leasehold properties (see section 10).

1. Policy Statement

- 1.1 We are committed to delivering a range of maintenance services that are shaped around the legitimate expectations of customers and to ensuring homes and communal facilities are safe and well maintained.
- 1.2 The Group is committed to responding to repairs within clear timescales, while also identifying and remedying health and safety hazards in line with statutory duties. In every case, the stricter of either our internal repair targets or the legal requirements will be applied, ensuring homes are kept safe, compliant, and well maintained.

2. Context

- 2.1 We own and manage over 50,000 homes located in 62 local authority areas.
- 2.2 Successive surveys undertaken by us have identified the repairs and maintenance service as being the most accessed of all the services offered by us and is a major determinant of customer satisfaction with Platform as a landlord.
- 2.3 In addition to applying an agreed set of standards, we will meet all applicable legal requirements and the regulatory requirements set by the Regulator of Social Housing (RSH).

3. Aims and Objectives

3.1 The principal aims and objectives of this policy are to provide an effective customer focussed maintenance service and support our Asset Management Strategy by having in place:

- An approach to service delivery and standards of performance that are shaped around the legitimate expectations of customers.
- A reliable, timely and flexible responsive maintenance service to deal with unplanned 'demand driven' repairs.
- Planned maintenance programmes which deliver economies of scale by replacing or updating components before they become outdated or require excessive responsive repairs.
- Extensive and regularised maintenance arrangements aimed at keeping customers safe in their homes.
- Cyclical maintenance to prevent deterioration in the physical condition of customers' homes.
- An efficient and effective empty home repairs service to help protect the Group's revenue and provide good quality accommodation for customers.

4. Legislation and Regulation

4.1 We aim to meet our relevant legislation and contractual obligations. These include, but are not limited to, the following:

- Homes (Fitness for Human Habitation) Act 2018
- The Housing Act 1985
- The Housing Act 1988
- The Housing Health and Safety Rating System (HHSRS) introduced under the Housing Act 2004
- The Defective Premises Act 1972
- Occupiers Liability Act 1957
- The Decent Homes Standard 2006
- Social Housing (Regulation) Act 2023 (Awaab's Law)
- Social Housing (Prescribed Requirements) (England) Regulations 2025
- Health and Safety at Work etc. Act 1974 (primary legislation which imposes a general duty of care upon us)

4.2 The Social Housing (Regulation) Act 2023 introduces Awaab's Law. This requires the Group to investigate and remedy specific housing health and safety hazards within statutory timeframes. These timeframes are measured in working days and commence from the point at which the Group becomes aware of a potential hazard, whether reported directly by a customer or identified through another source.

4.3 The Regulator of Social Housing sets consumer standards, which we are expected to meet. Our policies and processes are reviewed in line with such standards. The main

standard that relates to this policy is the Quality and Safety standard. Broadly this requires us to:

- Provide a cost-effective repairs and maintenance service
- Meet all applicable health and safety requirements
- Balance repair work with planned work and regular maintenance
- Aim to get repairs right first time where possible

5. Policy Outline

5.1 Classification of Repairs and Maintenance Activities

5.1.1 We classify our maintenance activities according to their type and frequency.

5.2 Responsive Maintenance

5.2.1 This is generally unforeseen 'demand driven' episodic maintenance and are typically repairs reported by customers.

5.3 Cyclical Maintenance

5.3.1 These are regularised programmes of maintenance undertaken at pre-determined frequencies. Examples of cyclical maintenance include, but are not restricted to:

- Building safety inspections and tests (e.g., gas and fire safety tests)
- External painting
- Grounds maintenance
- Service contracts

5.3.2 The specific arrangements for building safety related cyclical maintenance are provided for in separate policies.

5.4 Planned Maintenance

5.4.1 These are planned programmes to update or upgrade properties or neighbourhoods, or to replace key components such as kitchens and bathrooms. Planned programmes often include an element of customer choice. The timing of replacements is agreed annually and informed by frequent stock condition surveys.

5.4.2 Cyclical and planned maintenance programmes are updated on an annual basis and indicative plans for the current and next four years are available on request.

5.5 Repairing Responsibilities

- 5.5.1 Under the terms and conditions of the Tenancy Agreement, there are repairs that are our responsibility and others that are the customer's responsibility.

5.6 Group Responsibilities

- 5.6.1 We are responsible for the maintenance, repair and replacement of the structure and common parts of properties as set out in the Tenancy Agreement and Tenants' Handbook. These responsibilities include:

- All repairs to the structure and exterior of the property (including drains, gutters and external pipes and any other fixtures and fittings provided by us.
- Maintenance of communal areas, including grounds maintenance and lighting to these areas.
- External paintwork.
- The repair and proper working order of installations for the supply of water, gas, electricity.
- Repair and proper working order of installations for space heating and heating water.
- Internal walls, floors and ceilings, doors and door frames, door hinges and skirting boards (but not including internal painting and decoration).
- Chimneys, chimney stacks and flues.
- All fixtures and fittings including kitchen cabinets and bathroom suites and showers.
- Boundary walls and boundary fencing, privacy panel fencing and storage sheds where provided by us.

5.7 Customers' Responsibilities

- 5.7.1 Customers are responsible for promptly reporting repairs for which we are responsible and for the repair, maintenance and replacement of certain items within the home as set out in the Tenancy Agreement and Tenants' Handbook.

6. Responsive Repairs Service

6.1 Reporting Repairs

- 6.1.1 In order to ensure the service is accessible for all customers, we will maintain a range of ways for repairs to be reported. These include:

- by phone
- online (for urgent and routine repairs only)
- via any Group colleague or representative
- via our Customer Portal

6.1.2 Customers are responsible for reporting repairs to us and must allow access to their home for any work, inspections or surveys to be carried out by us or any of our contractors or representatives.

6.1.3 All requests for repairs reported by customers will be assessed against our repairing obligations, as outlined in the Tenancy Agreement and Tenants' Handbook.

We may charge for undertaking repairs where damage has been caused by the customer, members of their household or visitors to the property.

6.1.4 Details of how recharges will be applied can be found in our **Rechargeable Repairs Guide (Appendix A)**.

7. Repair Priorities, Timescales and Appointments

7.1 The responsive repairs service exists to undertake work that cannot wait for cyclical or planned programmes of work and categorises repairs according to their urgency.

7.2 The four levels of responsive repairs service offered by us are:

Repair Service	Repair Type	Appointment offered to customer
Emergency Repairs (initial attendance at property within 24 hours. Priority will be to investigate, make safe or secure and may result in follow-up work being required)	Attendance to deal with an immediate and serious risk to people or property. For example: • severe water leaks • total loss of power and major electrical faults • total loss of heating (autumn/winter) • passenger lift faults • major roofing or drainage problems • major structural problems • failed smoke or CO alarms to ensure minimum coverage is provided Repairs will be completed in a single visit where possible, providing they can be completed within one hour of attendance.	No
Urgent – Appointed Repairs (Initial attendance at property within 10	Non-emergency and non-specialist repairs that, while not posing an immediate danger to life or property, if left unattended could lead to a risk of	Yes

working days. Priority will be to investigate, make safe and may result in follow-up work being required)	harm, cause significant inconvenience to the household, or escalate into an emergency. These repairs are typically required to restore essential facilities or prevent further deterioration of the home. Repairs will be completed in a single visit where possible within 10 working days.	
Routine - Appointed Repairs (customers offered mutually convenient appointment at first point of contact where possible. If works are of a larger more complex nature, customer would be informed and repair relogged under Major Repairs category)	All other non-emergency and non-specialist repairs that need to be carried out to remedy building defects or component failure and that cannot reasonably wait for cyclical or planned/ programmed works. Repairs will be completed in a single visit where possible within 20 working days.	Yes
Major Repairs (initial assessment within 20 working days and completed with 90 working days)	Larger scale, more complex non-emergency and non-specialist repairs that need to be carried out to remedy building defects or component failure and that cannot reasonably wait for cyclical or planned/ programmed works.	Yes

7.3 These categories provide the foundation of our service delivery and are familiar to Group staff, contractors, and customers.

8. Awaab's Law Overlay

8.1 From 27 October 2025, Awaab's Law introduces statutory timeframes that apply in addition to the Group's repair priorities detailed in section 7. Where the Group becomes aware of a potential hazard (day zero), an initial assessment will be made to determine if it is a potential emergency hazard or a potential significant hazard or if it falls outside of Awaab's Law

8.2 An emergency hazard is one that poses 'an imminent and significant risk to health and safety These must be made safe within 24 hours.

8.3 **A significant hazard** is one that does not pose an imminent risk (so not an "emergency") but is serious enough to harm health if not dealt with promptly.

- 8.4 For potential emergency hazards, the group will investigate within 24 hours and, if the investigation confirms emergency hazards, relevant safety work will be undertaken within the same 24-hour window. We will provide a written summary of findings to the customer within 3 working days of concluding the investigation, where required we will begin supplementary works within 5 working days (or as soon as possible, and no later than 12 weeks to physically start where earlier commencement is not practicable).
- 8.5 Potential significant hazards will be investigated within 10 working days; where confirmed, we will
- provide the customer with a written summary of findings within 3 working days of concluding the investigation,
 - complete relevant safety work within 5 working days of concluding the investigation, and
 - where further supplementary works are required commence those within 5 working days (or as soon as possible, and no later than 12 weeks to physically start where earlier commencement is not practicable).

If the investigation into a potential significant hazard finds that there is an emergency hazard the process for emergency hazards outlined above at [8.4] should be followed

- 8.6 Where we cannot make the property safe within specified timeframes, we will secure suitable alternative accommodation at the Group's expense which will be available until either the emergency or significant hazard is resolved.
- 8.7 The Group recognises that some hazards may require renewed or further investigation.
- 8.8 Where a customer specifically requests an in-person inspection after an investigation has been done remotely, a 'renewed' in-person investigation will be carried out, within 10 working days of the request, if required works to prevent the hazard from recurring have not already begun.
- 8.9 There may be circumstances where an investigation is unable to determine the extent of, or underlying cause of, a significant or emergency hazard. In these circumstances a further in-person investigation will be completed as soon as reasonably practicable to determine what work is required to make the property safe and prevent the hazard from reoccurring. The Group will though in these cases undertake all identified relevant safety work, within 5 working days of the investigation that concludes there is a significant hazard or 24 hours of an investigation that concludes there is an emergency hazard.
- 8.10 All works will be completed within a reasonable period overall.
- 8.11 These statutory requirements do not replace our existing repair categories; in all cases where both our internal targets and Awaab's Law apply, the stricter timescales and standards apply.

9. Triage Process

- 9.1 All repairs will be triaged at the point of reporting. Where a repair indicates a potential hazard, Awaab's Law timeframes commence immediately from when the Group becomes aware of the issue.
- 9.2 Group staff will use structured questions and available information (including known household vulnerabilities) to make an initial determination if the reported repair creates a potential emergency hazard or a potential significant hazard.

10. Customer Communication

- 10.1 The Group will ensure that customers are kept informed throughout the repairs process. At the point of reporting, customers will be advised of the category of their repair, the expected timescale, and whether it is also being treated as a potential hazard under Awaab's Law.
- 10.2 Where emergency or significant hazards are investigated, customers will receive a written outcome of the inspection and confirmation of the agreed repair plan. This includes the statutory duty to issue a written summary within 3 working days after an investigation concludes if all works have not been completed within this same timeframe. Customers who require additional support will be offered reasonable adjustments.

11. Home Improvements

- 11.1 A secure tenant has a legal right to make alterations and improvements to their home provided that they obtain written permission before they carry out any works and seek all relevant permissions including Planning and Building Regulations approval etc.
- 11.2 We will not unreasonably withhold consent when a request to carry out improvements/alterations is made. If consent is provided, the customer will become responsible for any subsequent repairs, maintenance or replacement of the improvement/alteration.

At the end of the tenancy, a customer may claim compensation for certain eligible improvements carried out provided they have the relevant consent.

- 11.3 Full details are provided in **A Guide to Undertaking Your Own Home Improvements (Appendix B)**.

12. Aids and Adaptations

- 12.1 We will ensure that our housing stock meets the needs of customers who have disabilities by:

- Maintaining a database of homes which have either been purpose built or adapted to meet the needs of a disabled person/persons.
- Establishing an annual budget which it will use to fund minor adaptations to the homes of existing customers.
- Not unreasonably withholding permission for properties to be adapted when funded by Disabled Facilities Grants and where no suitable alternative accommodation exists.
- Having in place servicing contracts for adaptive equipment regardless of how it was originally funded.

12.2 Full details are provided in our **Aids and Adaptations Policy**.

13. Leaseholder/Shared Ownership Obligations

- 13.1 We will not carry out repairs for leaseholders where the terms of the lease state that a repair is their responsibility. Leaseholders' repair responsibilities are set out in detail within the individual lease agreement. The same recharge approach will apply to leaseholders as for tenants. We will not carry out repairs to homes we manage for third parties unless expressly identified in formal agreements.
- 13.2 We will consult with leaseholders before entering into a Qualifying Long-Term Agreement. This is an agreement that is 12 months or more in length where a leaseholder may have to make a contribution of £100 or more in any 12-month period. We will also consult leaseholders before carrying out Qualifying Works. This is a repair or major works where a leaseholder will be required to make a contribution of £250 or more. We will comply fully with the requirements placed on managing agents/landlords in respect of the consultation.

14. Equality and Diversity

- 14.1 We are committed to fairness and equality for all regardless of colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history, as referred to in our relevant policies. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.
- 14.2 An Equality Impact Assessment has been carried out in respect of this policy and which identified no negative impacts on any person/group with a protected characteristic as a result of this policy.

15. Complaints

- 15.1 We aim to meet the needs of our customers by providing an excellent service. However, it is acknowledged that occasionally things go wrong and customers may wish to complain. Should the need arise to make a complaint, please refer to our Complaints, Comments and Compliments Policy.

16. Monitoring and Review

- 16.1 This policy will be reviewed every three years or on the introduction of new legislation or best practice guidance, whichever is the sooner.
- 16.2 Members of the Group will monitor the effectiveness of this policy and recommend policy changes to improve service delivery and the customer experience. Performance and customer satisfaction outcomes will be reported through the respective Boards, Customer Voice Panel, Senior Management Teams and Scrutiny Panels to identify any areas for review and improvement.
- 16.3 Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until a new version is available.
- 16.4 The Group will monitor its performance against both internal repair targets and the statutory timeframes required by Awaab's Law. For Awaab's Law this includes monitoring of:
- Emergency hazard investigations within 24 hours and safety works completed within 24 hours.
 - Significant hazard investigations completed within 10 working days.
 - Written summaries issued within 3 working days of investigation conclusion.
 - For significant hazards, safety work completed within 5 working days of investigation conclusion.
 - Supplementary works started within 5 working days of investigation conclusion, or no later than 12 weeks where earlier commencement is not practicable.
 - Provision of alternative accommodation where safety works cannot be completed within the identified timescales, within 24 hours for emergency hazards, and within 5 working days for significant hazards.
- 16.5 Reports will be provided to the Groups Executive Team and Board to give assurance of compliance. Independent audits, customer feedback, and lessons learned from complaints will be used to inform continuous improvement.

17. Associated Documents

- 17.1 List of documents - associated policies, procedures and publications:
- Aids and Adaptations Policy
 - Asbestos Management Policy
 - Complaints, Comments and Compliments Policy
 - Electrical Safety Policy
 - Fire Safety Management Policy
 - Gas and Fuel Burning Appliance Safety Policy
 - Health and Safety Policy
 - Rechargeable Repairs Policy

- Water Systems (Legionella) Management Policy
- Asset Management Strategy
- Equality, Diversity and Inclusion Strategy
- Our Customer Commitments
- A Guide to Undertaking Your Own Home Improvements
- Lettable Standard
- Rechargeable Repairs Guide
- Awaab's Law Hazards Operational Procedures