

# Repairs, Maintenance and Planned Works Policy

Originator:	Regulatory Compliance Team
Executive Management Team Approval Date:	March 2026
Review date:	March 2029

<b>1</b>	<b>Introduction</b>
1.1	<p>This Policy sets out the measures One Vision Housing (OVH) has in place to ensure it maintains the properties it owns and manages. The Policy brings together in one document the four key areas of:</p> <ul style="list-style-type: none"> <li>• Responsive repairs / void maintenance - (Outlining OVH’s response to reactive repairs and maintenance issues that require an immediate or short-term response)</li> <li>• Planned works – (Larger works and batched works that have a lead-in period and may be subject to consultation)</li> <li>• Statutory compliance and cyclical maintenance – (Periodic Maintenance and Safety Testing)</li> <li>• Asset management – (Other elements of providing a maintenance service including legal compliance and tenants’ rights) e.g. Stock condition, office facility maintenance</li> </ul>
1.2	<p>Application of this Policy ensures compliance with the Regulatory Framework for Social Housing in England adopted by the Regulator for Social Housing (RSH) specifically:</p> <ul style="list-style-type: none"> <li>• Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants</li> <li>• Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including: <ul style="list-style-type: none"> <li>a) compliance with health and safety legal requirements</li> <li>b) compliance with the Decent Homes Standard</li> <li>c) delivery of repairs, maintenance and planned improvements to homes, and</li> <li>d) allocating homes that are designed or adapted to meet specific needs appropriately</li> </ul> </li> </ul>
1.3	<b>Access and Communication</b>
1.3.1	<p>OVH is committed to ensuring that our services are accessible to everyone. It will seek alternative methods of access and service delivery where barriers, perceived or real may exist, that may make it difficult for people to work for OVH or use its services.</p>

1.3.2	Working with our customers we have established a Vulnerable Persons and Reasonable Adjustments Policy to ensure we make best use of every customer interaction to meet customers' needs in our service delivery and ensure this information is kept up to date.
1.4	<b>Equality, Diversity and Human Rights</b>
1.4.1	OVH is committed to fairness and equality for all customers, colleagues, and stakeholders.
1.4.2	OVH's approach to Equality, Diversity, and Inclusion (EDI) goes beyond legal or statutory obligations, however, OVH will meet or exceed its legal requirements as outlined in the Equality Act 2010 and the Human Rights Act 1998. This policy also demonstrates how OVH will meet the requirements of Public Sector Equality Duties, which it has chosen to adopt and implement as a matter of good practice rather than as a legal obligation.
1.4.3	OVH is fully committed to eliminating unfair and unlawful discrimination. Hate crime, harassment and bullying will also not be tolerated and OVH will take proactive steps to prevent such behaviours.
1.4.4	<p>It is unlawful to discriminate directly or indirectly based on the following protected characteristics:</p> <ul style="list-style-type: none"> <li>• Disability</li> <li>• Gender</li> <li>• Gender identity, or gender reassignment status</li> <li>• Race, racial group, ethnic or national origin, or nationality</li> <li>• Religion or belief</li> <li>• Sexual orientation</li> <li>• Age</li> <li>• Marriage or civil partnership status</li> <li>• Pregnancy or maternity</li> </ul>
1.4.5	OVH are also committed to ensuring that individuals are not treated less favourably due to their social, economic, or cultural backgrounds, as well as specific medical conditions as defined in the Equality Act.
1.4.6	OVH regularly review policies and practices to ensure they reflect its commitment to equality and diversity.
1.5	<p>This Policy should be read in conjunction with the:</p> <ul style="list-style-type: none"> <li>• OVH Health and Safety Policy</li> <li>• OVH Compliance Policies, including Fire Safety, Gas Safety, Legionella Control, Periodic Electrical Testing, Electrical Gates, Asbestos Management and Lift Maintenance Policies)</li> <li>• Mandatory Occurrence Policy</li> <li>• OVH 'Helpful Guide to Repairs and Maintenance' leaflet</li> <li>• OVH Complaints, Appeals and Feedback Policy</li> <li>• OVH Compensation Policy</li> <li>• OVH Damp, Mould and Condensation Policy</li> <li>• OVH Home Energy Improvement Policy</li> <li>• OVH Aerials, Antennas and Satellite Dishes Policy</li> </ul>

1.6	<ul style="list-style-type: none"> <li>• OVH Aids and Adaptations Policy</li> <li>• OVH Access to Properties Policy</li> <li>• OVH Residential Leaseholders Policy</li> <li>• OVH Service Charge Policy</li> <li>• OVH Recharge Policy</li> <li>• OVH Home Safety Leaflet</li> <li>• OVH Void Lettable Standard</li> <li>• OVH Market Rent Policy</li> </ul> <p>OVH staff can access procedure maps in relation to all aspects of repairs, maintenance and planned works (in relation to this Policy) via the internal document management system.</p>
<b>2</b>	<b>Statement of Intent</b>
2.1	OVH aims to provide an excellent quality repairs and maintenance service.
2.2	<p>To achieve this, OVH will ensure the repairs and maintenance service is easily understood and accessible to all tenants and leaseholders. OVH will ensure all of its online and printed information on repairs and maintenance is customer approved and there are a variety of methods available for reporting a repair including:</p> <ul style="list-style-type: none"> <li>• Via telephone on <b>0300 365 1111</b> (available 24 hours a day – 365 days a year)</li> <li>• Via the ‘My Account’ customer access portal available on the OVH Website <a href="http://www.ovh.org.uk">www.ovh.org.uk</a> (including easy to follow diagnostics tool to enable accurate reporting), for non-emergency repairs only</li> <li>• Via direct contact with any OVH staff member or person working on OVH’s behalf e.g. Neighbourhood Services Officers or Repairs and Maintenance Contractor Operatives</li> </ul>
2.3	<p>OVH will ensure the service is efficient and deals with all repairs and maintenance requests in a timely and cost-effective manner. This includes:</p> <ul style="list-style-type: none"> <li>• Where customers report repairs directly via our Customer Service Centre, OVH will provide an appointment slot – convenient to the customer</li> <li>• OVH will contact all customers who have reported a repair face-to-face to any OVH Officer to confirm a suitable morning, afternoon, evening or Saturday morning appointment as soon as it is received by the Customer Contact Centre</li> <li>• ‘Right first-time approach’ (where possible) – through use of multi skilled tradespersons equipped with correct tools and stock to complete jobs, mobile technology for workload planning and skilled call-handlers adept at accurate repairs diagnosis</li> <li>• Use of quality components and materials</li> <li>• Operating an effective planned works and cyclical maintenance programme to reduce the need for responsive repairs</li> <li>• Use of integrated systems to prevent customers having to make repeated calls, coordinated appointments for cyclical safety testing and updating customer records to ensure OVH meets customer service needs effectively</li> <li>• Arranging suitable alternative accommodation for tenants when a hazard is identified, which poses a significant and imminent risk that cannot be made safe within the timescales specified in section 3.1.1</li> </ul>

2.4

As a landlord, OVH have a legal duty to carry out certain repairs and services when needed. OVH will:

- Adhere to agreed repairs timescales as set out in section 3.1
- Carry out required safety checks, including gas servicing and fixed electrical inspections
- Provide customers with an appointment at the earliest opportunity
- Ensure there are a range of means available for customers to report a repair
- Acknowledge customer repair requests that have been logged by email or letter, within 48 hours
- Use customers preferred contact details, wherever possible
- Use SMS text messaging where customers have requested this service, to provide updates on repair appointments
- Investigate all complaints relating to the repairs, maintenance and planned works service

2.5

Our contractor's operatives will:

- Wear photographic identification when visiting a customer's home
- Make reasonable adjustments for customers who may have a vulnerability or additional need
- Attend appointments as agreed and allocated times (AM = 08:00 -12:00 / PM = 12:00 – 16:30)
- Call customers ahead of attending an appointment, and advise of any unexpected delays
- Explain how long they expect works will take to complete and how it will affect the customer
- Provide a clear explanation to customers of any follow-on works required
- Where possible, provide a convenient follow-up appointment before leaving the customer's home
- Treat customers and their homes with respect, using appropriate covers and screening

2.6

For planned works OVH will:

- Write to customers to confirm which contractor is completing the work, what they will be doing, how long it will take and how it will affect the customer
- Provide the customer with a list of contacts for any queries or concerns
- Work in customer's homes between the hours of 8am and 6pm. Weekend and early evening work will be arranged on request
- Provide customers with a choice of fixtures and fittings, where applicable
- Explain to customers how to use new appliances supplied by OVH and who to contact if there are any problems after completion
- Ensure different elements of investment works are coordinated to reduce disruption as much as possible
- Meet all legal requirements in the upkeep and maintenance of OVH properties

3.1

**Repairs categories and timescales**

As part of the Service Standards, developed and reviewed in consultation with customers on an annual basis, OVH will operate the following response times for dealing with responsive repairs:

- **Emergency Repairs**  
OVH will complete works or make safe within 24 hours – see **Appendix One** for further details
- **Urgent Repairs**  
For urgent repairs, OVH will respond and complete works within 5 working days (7 calendar days) – see **Appendix One** for further details
- **Routine Repairs**  
OVH will respond to and complete all routine repairs within 20 working days (28 calendar days), of the date of the notification
- **Manufactured Items and Small Projects**  
Where manufactured parts are required or for any other reason repairs cannot be completed within 28 days these will be classified as ‘priority X’. In these circumstances OVH will endeavour to resolve issues as expediently as is possible, keeping customers informed of expected timescales to restore to full working order)

3.1.1

If operatives acting on OVH’s behalf attend a repair by appointment and fail to gain access to the property, the ‘no access’ procedure will be followed. In these circumstances the customer should contact OVH and reschedule the appointment. In these circumstances OVH will not accept liability for any compensation that may be due under the ‘Right to Repair’ legislation.

3.1.2

If OVH or their contractors have to change a scheduled repair appointment, they will contact the customer at the earliest available opportunity to advise.

3.2

**Out of hours repairs**

3.2.1

OVH operates an out-of-hours call service between the hours of 4:30pm to 8am (Monday to Friday) and 24 hours (Weekends and bank holidays) in emergency cases. For out of hours emergency repairs OVH will complete works or make safe within 24 hours.

3.2.2

OVH will contact customers the next working day to make appointments for any follow-up repairs required. Where OVH attend out-of-hours repairs that are not found to be an emergency or where it is proved to be caused by the tenant or is a matter that is the tenant’s responsibility, OVH reserves the right to recharge the customer.

3.3

**Landlord Repair Responsibilities**

3.3.1

OVH is legally responsible for the maintenance and repair of the exterior and structural elements of its properties and facilities / installations inside properties which are part of the dwelling. OVH will:

- Keep in repair the structure and exterior of the dwelling-house (including drains, gutters and external pipes, external doors and windows)

- 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 and appliances for making use of the supply of water, gas or electricity)
- Keep in repair and proper working order the installations in the dwelling-house for space heating and heating water

3.3.2 In addition, OVH will repair and maintain:

- External parts of dwellings including walkways, paths and steps which are classed as access routes
- Any external outhouse or connected part of a building within the curtilage of a property (reserving the right to remove these facilities where they are unsafe or uneconomical to maintain)
- Structures that mark a boundary with a public highway
- Communal areas of flats and other accommodation with shared space and access routes, including communal entrances, stairways, lifts, lighting and bin chutes
- Components within properties that are subject to normal wear and tear and when they have reached the end of their 'notional life' (expected period of time that components would last under normal usage conditions) – usually as programmed works

3.3.3 Where an exact colour match for a repair such as a replacement kitchen unit door cannot be made, OVH will provide a replacement on a nearest match basis.

#### 3.4 Tenant's Repair Responsibilities

3.4.1 OVH will not carry out repairs, maintenance or replacement of elements of the property which are the responsibility of tenants. Tenants are responsible for the following:

- Providing adequate descriptions when reporting repairs to ensure OVH can provide a 'first time fix', if possible
- Granting reasonable access to operatives working on OVH's behalf to carry out repairs / servicing (usually one day's notice unless otherwise agreed between OVH and the tenant)
- Adjustment of internal doors (following installation of tenants' own floor coverings)
- Repairs or replacement of tenant's own floor coverings
- Internal decorations and decorative features such as architraves and picture rails, internal glazing, minor cracks or uneven surfaces to internal plastering work
- Accessory items including lightbulbs, wash hand basin and bath plugs, toilet seats, meter cupboard keys, radiator keys, curtain rails / blinds
- Replacing lost or damaged keys or adding additional locks
- Unblocking of sinks / toilets due to misuse (OVH reserve the right to recharge if this is subsequently found to be the case having carried out repairs)
- See **Appendix Two** for further details

3.4.2 Tenants are expected to keep the interior of their properties clean and in a reasonable state of repair / decoration. These obligations also extend to exterior parts of properties including:

- Maintaining gardens in reasonable order

- Cleaning of drains and gullies – at ground level (reporting any problems with shared drainage facilities direct to United Utilities on **0345 672 2888**)
- Keeping outside spaces within property boundaries free from waste and debris

3.4.3 OVH may on a discretionary basis carry out repairs or replacement elements of properties that are the tenant's responsibility where the tenant is deemed to be vulnerable and they have no alternative means of doing works / replacing items themselves.

### 3.5 Leasehold Repair Responsibilities

3.5.1 OVH leaseholders are responsible for all repairs and maintenance in the interior of their properties, unless works to the exterior of the property impact on the interior. OVH will retain responsibility for the following:

- The main structure of the block, which includes any external walls, door and window frames, communal glazing, roofs and rainwater services, however, OVH will not accept any responsibility for any damage whether accidental or wilful
- Common services to the block
- Common areas within a block (although not entrance doors to an individual property)  
Note - where leaseholders have installed their own entrance doors that do not comply with fire safety regulations, OVH may serve a compliance notice as per the Regulatory Reform (Fire Safety) Order
- Communal areas around a block and within the curtilage of the building

### 3.6 Rechargeable Repairs

3.6.1 OVH will inform tenants or leaseholders if they will be recharged for the work at the point of contact. OVH will inform the tenant or leaseholder and advise them of the cost they will be recharged to carry out the works. The tenant or leaseholder will then have the options to:

- Agree for the works to go ahead and make immediate payment via debit or credit card over the phone
- Agree for the works to go ahead and for a sundry debt to be raised (Emergency repairs only)
- Refuse the works and complete the repair themselves or via tradespersons employed at their own expense. OVH retain the right to inspect any repairs carried out by tradespersons or tenants given appropriate notice. If works are not completed or not completed to a satisfactory level, this may constitute a breach of tenancy and OVH may issue tenancy warnings, initiate possession proceedings or apply recharges

3.6.2 OVH will not carry out non-emergency repairs until payment is received in full from the tenant or leaseholder. Recharge rates will be based on the cost to OVH of completing the works and may vary from any original quote supplied before works are commenced.

3.6.3 Where tenants are found to have failed to undertake their responsibilities or there are repeated failures that cause detriment to the upkeep of the property or nuisance to neighbours, OVH may issue tenancy warnings, carry out repair works and recharge the tenant or initiate possession proceedings.

3.6.4 OVH may recharge tenants to recover costs of any discontinued investment works if it is proved that they unreasonably failed to provide access or changed their mind after materials

(or designs) have already been ordered or signed off. The amount of recharge will depend on the loss suffered by OVH and each case will be assessed on its merits.

3.6.5 Where a tenant is deemed to be vulnerable, OVH may on a discretionary basis carry out works that would otherwise be the responsibility of the tenant to complete without recharging. Each case will be considered on its merits and the decision will be based on known information and individual circumstances.

3.6.6 Where OVH is requested to carry out repairs or maintenance (including clearing of rubbish or maintaining gardens) that are normally the responsibility of the tenant to complete or are the result of wilful damage or neglect, OVH will recharge tenants and leaseholders for the work concerned.

3.6.7 For more details on OVH's approach to recharges, please see the OVH Recharge Policy.

### 3.7 Awaab's Law

3.7.1 Awaab's Law introduces legally binding timescales for social landlords to investigate and make safe hazards which fall within the scope of Awaab's Law, the first phase of which commenced in October 2025.

3.7.1.1 OVH Responsibilities, include:

#### **Emergency Hazards**

- OVH will investigate and make safe within 24 hours
- OVH will provide a written summary within 3 working days if risk is not yet removed
- OVH will start any work to prevent the hazard recurring within 5 working days of investigation or if that isn't possible, within 12 weeks and will complete within a reasonable time period

#### **Significant Damp and Mould Hazards**

- OVH will complete an investigation within 10 working days
- OVH will provide a written summary within 3 working days if risk is not yet removed
- OVH will undertake safety work within 5 working days of investigation where a significant hazard is found
- OVH will start any work to prevent the hazard recurring within 5 working days of investigation or if that isn't possible, within 12 weeks and will complete within a reasonable time period

3.7.1.2 An investigation may be virtual/remote. Where a tenant requests an in person inspection where no preventative work has started, this will be completed within 10 working days. Where our initial investigation is not able to determine the full extent of the underlying cause of the hazard, a further investigation will be carried out.

3.7.1.3 If a home cannot be made safe within required legal timeframes, OVH will arrange suitable temporary accommodation until the property is safe to occupy.

### 3.8 Management of Damp, Mould and Condensation

3.8.1 OVH will respond to all service requests received from customers or their representatives that involve issues with damp, mould or condensation.

3.8.2	Depending on the extent of the issue, jobs may be issued for remedial works direct to OVH's repairs and maintenance contractor. These will be by appointment agreed with the customer and will be completed in line with the repairs priorities outline in 3.1 and 3.7.
3.8.3	Where OVH's repairs contractor identifies that further, more extensive works, or a technical survey is required, they will notify OVH who will contact the customer to arrange access via an appointment.
3.8.4	Refer to the OVH Damp, Mould and Condensation Policy for full details.
3.9	<b><u>Housing Health and Safety Rating System (HHSRS)</u></b>
3.9.1	<p>OVH will fully comply with the requirements of the HHSRS (introduced under the Housing Act 2004) and the requirements of the Homes (Fitness for Human Habitation) Act, the main provisions of which are set out below:</p> <ul style="list-style-type: none"> <li>• Any residential premises should provide a safe and healthy environment for any potential occupier or visitor and</li> <li>• To satisfy this principle, a dwelling should be designed, constructed and maintained with non-hazardous materials and should be free from both unnecessary and avoidable hazards</li> <li>• To ensure properties, including common parts, are fit for human habitation at the beginning of the tenancy and throughout</li> </ul>
3.9.2	<p>OVH will ensure properties remain hazard free by:</p> <ul style="list-style-type: none"> <li>• Completing statutory compliance and cyclical safety testing as outlined above</li> <li>• Ensuring all void properties meet the OVH Lettable Standard before re-letting</li> <li>• Delivery of a continued programme of investment and improvement in its properties</li> </ul>
3.9.3	OVH will fully comply with any 'Improvement Notices' or 'Orders' that may be served upon it following investigation by Local Authority Environmental Health Officers in pursuance of the conditions of the HHSRS.
3.10	<b><u>Disrepair</u></b>
3.10.1	OVH is committed to resolving disrepair concerns quickly, safely and in partnership with customers. All disrepair reports are triaged and responded to in line with legal obligations, with emergencies made safe within 24 hours. OVH aims to resolve all disrepair concerns as early as possible and will offer access to its internal complaints process (see Section 3.28 below for further details) for any cases of dispute or if the customer believes they have been treated unfairly.
3.10.2	Throughout the process, OVH maintains open communication, provides updates on inspection outcomes and work plans and offers temporary accommodation where a home cannot be made safe within statutory timeframes. Customers are expected to report issues promptly, allow reasonable access for inspections / repairs and inform OVH if appointments need to be rearranged.

3.11

## Voids

3.11.1

OVH has procedures in place to ensure effective and efficient management of void properties. The procedures clearly set out responsibilities and the steps to be followed at each stage in the void management process including:

- Ensuring each void property is:
  - Safe and compliant: - Gas, water and electrical systems are checked and certified after the property is vacated and keys returned. Smoke/Co2 alarms installed. The new tenant will be provided with an Energy Performance Certificate (EPC) and also the latest Landlord Gas Safety Record (LGSR), if applicable
  - Clean: - This means the house is clean, all kitchen units, sanitary fittings, windows and other landlords fittings are clean to the lettable standard
  - Secure: - Locks are changed and windows re-glazed
- Inspection and repairs: - OVH will periodically involve customers in carrying out void inspections in line with procedures. The Asset Management Team will lead the void inspections and will assess the property against the OVH Lettable Standard when let
- Health and safety – OVH will ensure that all inspections of void properties are carried out in accordance with good practice and health and safety guidelines

3.11.2

OVH is committed to ensuring that all void properties are brought up to the required lettable standard through a structured and timely repairs and maintenance process. This includes ensuring properties are safe, clean, secure, and compliant with all relevant regulations.

3.11.3

OVH will ensure void properties are repaired, maintained, and prepared to a high standard, enabling timely re-letting and minimising rental loss, while maintaining safety, compliance, and customer satisfaction.

3.12

## Complying with Right to Repair Regulations – Right to Repair Compensation

3.12.1

OVH will fully comply with the Right to Repair Regulations, the main provisions of which are set out below:

3.12.2

OVH must complete certain urgent repairs that might affect health and safety or security of tenants within specified timescales (these are known as qualifying repairs). Failure to complete the repairs within specified timescales will lead to compensation payable to tenants.

3.12.3

Qualifying repairs are set by law and the total cost of the repair must be below £250. Prescribed response times are also set by law and will depend on the nature of the repair. The response time must take into account the special needs of the tenant including their health, safety or security.

3.12.4

OVH will advise the customer of the expected timescale to complete the repair (prescribed period) and where possible make an appointment for the repair to be completed.

3.12.5

If contractors acting on OVH's behalf fail to complete qualifying repairs within the initial prescribed period, the tenant may inform OVH that the repair has not been completed and request an explanation.

3.12.6 The prescribed period would in most circumstances start on the next working day that the repair notification is received and would not include public holidays, Saturdays and Sundays. Where OVH has to carry out an inspection before works can be ordered, the prescribed period would start on the next working day following the inspection.

3.12.7 If contractors acting on OVH's behalf fail to complete the repair within the second prescribed period then compensation will be payable to the tenant as follows:

- £10 – one off payment
- £2 for each working day the repair remains uncompleted up to a maximum of £50

3.12.8 Tenants that think they may be entitled to Right to Repair compensation should contact the OVH Customer Contact Centre on **0300 365 1111**.

3.12.9 OVH will not accept liability for Right to Repair compensation when:

- The tenant informs OVH that the repair is no longer required
- Where the tenant fails to grant access for the repair or inspection to be carried out
- Where the tenant misses an appointment that has been arranged for an inspection or repair to be carried out
- Repairs that when carried out are found to have a total value exceeding £250
- Where the repair in question is a rechargeable repair and is the tenant's responsibility to remedy

3.13 **Planned Works, Statutory Compliance and Cyclical Maintenance**

3.13.1 OVH will deliver a programme of planned works to improve / maintain the condition of its stock and to reduce the need for responsive repairs.

3.13.2 OVH deliver four types of planned works:

- Planned Improvement
- Planned (Responsive) Maintenance
- Statutory Compliance and Cyclical Maintenance
- Structural Defects

3.14 **Planned Improvement**

3.14.1 OVH will deliver a programme of planned improvements / capital works to improve / maintain the condition of its stock and neighbourhoods, this includes:

- Replacement kitchen, bathroom and boilers
- Installation of natural and mechanical ventilation
- Upgrade of heating systems and boilers and other works to improve energy efficiency (in line with OVH's carbon reduction aspirations)
- Replacement windows, doors, roofs
- Environmental works

3.14.2 Priorities for planned improvements will be based on:

- Available budget (Including any grant secured)
- Condition of property against the prevailing Decent Homes Standard that is identified through inspection or where these works have previously been refused
- Those component parts reaching the end of their life cycle and in a condition necessitating replacement (identified through inspection)
- Environmental priorities identified through appropriate consultation with tenants

3.14.3 When carrying out planned improvements, OVH will consult with tenants on elements of the design specification of any improvement works e.g. where a choice exists for floor covering, colour scheme etc.

3.14.4 A project management methodology will be adopted for all planned improvements, including ensuring the health, safety and comfort of tenants during any proposed works which may include the short term decant or provision of rest room facilities to allow works to be completed.

### 3.15 **Planned (Responsive) Maintenance**

3.15.1 Planned (Responsive) maintenance includes larger project managed repairs works that have a lead-in period and may be subject to statutory consultation and may include:

- Returning empty properties back to use
- Removal of asbestos containing materials
- Repairs to structural defects

3.15.2 Where works include the delivery of additional services, service charges may be applicable to tenants and leaseholders.

### 3.16 **Introduction of New Services**

3.16.1 OVH will comply with the consultation requirements set out in Section 20 of the Landlord and Tenant Act 1985 where it intends to enter into a qualifying long-term agreement (a contract for a fixed term of more than 12 months) where any one tenant must contribute more than £100 or carry out qualifying works (where the cost of the works will exceed £250 for any one tenant).

### 3.17 **Statutory Compliance and Cyclical Maintenance**

3.17.1 Statutory Compliance and cyclical maintenance are works which are repeated at regular intervals, these include:

- Gas servicing
- Periodic electrical testing
- Portable appliance testing (where applicable)
- Asbestos survey and inspection (removal of asbestos will be treated as planned)
- Testing, servicing and maintenance of fire safety systems and equipment
- Water hygiene assessments and checks
- Lift maintenance
- Playground Inspections
- Landscaping

3.18

### **Structural Defects**

3.18.1

OVH will prioritise the planned works of structural defects on a risk basis. Those structural defects which pose an imminent risk will be dealt with on a responsive basis. Those structural defects which do not pose an imminent risk will be prioritised as planned works.

3.18.2

Where new structural defects are identified, OVH will notify insurers as soon as possible and will undertake a property options appraisal to consider the viability of all options including improvement, repair, potential demolition, alternative use, sale or development of property.

3.19

### **Pests and Insects Infestation**

3.19.1

OVH will deal with reports of pest and insects (including vermin) in accordance with the Tenancy Agreement. If such reports are made, OVH may investigate the issue and advise the customer to report the infestation to the relevant local authority's Environmental Health & Safety Team, where applicable.

3.20

### **Decoration Allowance and Making Good**

3.20.1

OVH will 'make good' any damage to the structure of the building that is caused to properties during repair, maintenance or planned works that it undertakes (unless the work is a result of tenant neglect or wilful damage, in which case recharges may apply). This will involve restoring walls and surfaces back to useable condition or a condition whereby they can be decorated following the completion of works.

3.20.2

OVH will not reinstate existing like-for-like coverings, which it has to remove to carry out a repair, maintenance or improvement works. OVH will, however, reinstate carpet and vinyl floorings where it is possible to do so.

3.20.3

Where it is not possible to reinstate the floor coverings, OVH may, on a discretionary basis, offer a decoration allowance at the rate of up to £20 per room. However, OVH may on case-by-case basis increase the allowance, if there is an extensive damage caused to the customer's decorations. Where this is to be applied the tenant will be kept informed.

3.20.4

In exceptional circumstances, where a tenant is considered vulnerable and no alternative is available, OVH may consider undertaking the decoration work on behalf of the tenant.

3.21

### **Applications to Alter**

3.21.1

Tenants have the right to make some alterations and improvements to their property, provided they receive written permission from OVH following the provision of three estimates for the work by reputable contractors and have an estimate agreed, in writing. OVH will allow an application to make an alteration provided:

- The work will not reduce the value of the property
- The work will not make the property difficult to let in the future
- The property does not become unsafe as a result of the works
- The work will not result in additional cost to OVH
- The work will not remove adaptations within the property that OVH have provided to make the property suitable for occupants with specific medical needs

- The tenant obtains all statutory approvals for alteration work and proof is provided to OVH including, as necessary: Building Regulations, Planning Consent, Electrical Safety Certificate as appropriate
- An asbestos survey has been completed at the property and any asbestos found in the vicinity of the proposed alteration has been treated or removed in line with statutory requirements
- The tenant accepts liability for any damage to existing fixtures, fittings, plasterwork or woodwork and this damage will be rectified at the tenant's expense
- The tenant will permit an officer authorised by OVH to inspect the alteration / installation once completed
- Copies of receipts for work carried out are supplied to OVH on completion of work to allow Compensation for Improvement payments in the future (see below)
- The tenant understands that OVH reserve the right to correct any defective work and recharge the tenant for the costs incurred, if it does not reach the required standards
- On termination of tenancy, the installation / appliance will be left in position and in working order

3.21.2 Further details on OVH's stance on installation of measures designed to improve home energy performance e.g. water meters and solar panels can be found in the OVH Home Energy Improvement Policy.

### 3.22 Compensation for improvements

3.22.1 On leaving a tenancy, improvements made by a tenant may qualify for compensation under the Secure Tenants of Local Authorities (Compensation for Improvements) Regulations.

3.22.2 Where the tenant is exercising their Preserved Right to Buy or, Right to Acquire terms they are ineligible for compensation.

3.22.3 Tenants must apply for compensation within 14 days of the tenancy ending. To qualify for compensation the tenant must provide evidence of:

- What type of improvement that has been undertaken
- When the work was carried out
- Receipts for the work
- Evidence of written OVH (Sefton Metropolitan Borough Council prior to 30th October 2006) permission to do the work
- Evidence of compliance with Building Regulations, Planning Consent and Safety Certificates as required

3.22.4 The value of compensation payable will be dependent on the level of depreciation in value over the lifetime of the improvement. For further details on how compensation for improvements is calculated please see the OVH Compensation Policy.

### 3.23 Access and Refusal of Works

3.23.1 OVH will take all reasonable steps to gain access to properties where inspections or repairs are required, including contact attempts by phone, SMS (text message), email, and by offering flexible appointments, including attendance within 24-hours for emergencies

3.23.2	Customers are expected to allow access for inspections and repairs, notify OVH if they cannot attend a scheduled appointment and ensure that all relevant areas of the home can be accessed safely.
3.23.3	OVH will work with customers and will attempt all reasonable means of contact to agree access to investigate emergency hazards or carry out necessary works. Where customers are known to have vulnerabilities, this may include working with advocacy groups and support agencies.
3.23.4	Through the tenancy agreement OVH has the legal right to enter properties to inspect or carry out repairs provided tenants are given reasonable notice (at least 24 hours although immediate access may be necessary in emergencies).
3.23.5	OVH will not allow tenants to refuse improvement works to their homes that are important to maintain the structural integrity of the dwelling, to prevent other components within the dwelling from deteriorating or where health and safety hazard exists.
3.23.6	Where necessary OVH may pursue legal action in order to gain access to properties when all other reasonable attempts have been exhausted in line with the OVH Access to Properties Policy.
3.23.7	If necessary, OVH will take legal action to ensure all compliance, safety checks and property condition inspections are completed on schedule
3.23.8	Any suspected abandoned properties will be dealt with through the OVH Suspected Abandoned Property Procedure.
3.24	<b><u>Party Wall Act</u></b>
3.24.1	When considering work to properties with adjoining Private Owners or Leaseholders, OVH will fully comply with the requirements of the Party Wall Act when any proposed works to party walls or party wall structures have consequences for the structural strength and support functions of the wall.
3.24.2	OVH will assess the need to notify adjoining neighbours of proposed works on a case-by-case basis and for minor, routine works such as drilling fixings for cupboard units, rewiring or plastering works, permission under the Act will not be required.
3.24.3	OVH will provide written notification to all adjoining owners of proposed building works (that have consequences for the structural strength and support functions of the wall) in the following circumstances: <ul style="list-style-type: none"><li>• Work to an existing wall or structure shared with another property (Section 2 of the Act) – giving at least one month’s notice of proposed works</li><li>• Building a free-standing wall or a wall of a building up to or astride the boundary with a neighbouring property (section 1 of the Act) – giving at least one month’s notice of proposed works</li><li>• Excavating near a neighbouring building (3 to 6 meters – depending on the depth of excavation) – giving at least one month’s notice of proposed works</li></ul>

3.24.4	In circumstances where no written agreement for works to commence is received from an adjoining neighbour or a counter notice is received, OVH will appoint an agreed surveyor(s) to prepare a 'Party Wall Award'.
3.24.5	In circumstances where the works to be carried out are initiated by OVH and are solely for the benefit of OVH tenants, OVH would normally cover the costs for the surveyors' fees and all building costs (unless otherwise determined by the surveyors or as a result of a court order).
3.24.6	<p>In the following circumstances OVH may seek to recover project costs from an adjoining neighbour:</p> <ul style="list-style-type: none"> <li>• Where work to a party wall is needed because of defects or lack of repair for which the adjoining owner may be responsible (in full or in part)</li> <li>• Where an adjoining neighbour requests that additional work should be done for their benefit</li> </ul>
3.24.7	If access is required to complete the proposed works and this is refused having given 14 days' notice, OVH may seek redress through the Magistrates Courts in pursuance of the Party Wall Act.
3.24.8	Where OVH receives notices of intention to carry out works to party walls from adjoining neighbours to its properties a written response will be sent within 14 days of the notice being received, agreeing or disagreeing with the proposed works.
3.24.9	Where OVH disagrees with the proposed works, it will appoint an independent surveyor. In all cases, however, OVH will seek to reach agreement with the adjoining neighbour in the first instance by way of amicable discussion.
3.24.10	OVH will also ensure any necessary planning consent is obtained for any party wall works that it commissions or intends to carry out.
3.25	<b><u>Insurance</u></b>
3.25.1	OVH will at all times carry appropriate buildings insurance to cover for loss or damage caused to buildings (or any parts of buildings and surrounding areas that OVH has legal responsibility for).
3.25.2	OVH is not responsible for insuring the contents of its properties including decorations and furniture. Tenants are strongly advised to take out their own Home Contents insurance.
3.26	<b><u>Quality Management</u></b>
3.26.1	<p>To ensure the repairs, maintenance and planned works service achieves consistent high service standards, as set out and agreed with involved customers, OVH will:</p> <ul style="list-style-type: none"> <li>• Carry out a sample of post inspections across all work streams</li> <li>• Carry out a sample of short, call back surveys to completed repairs, subject to tenant availability and a current telephone number being available (with a target of 100 per month randomly selected jobs across all trades). OVH will contact all customers who have expressed dissatisfaction to enquire if there are any outstanding, ongoing issues</li> </ul>

	<ul style="list-style-type: none"> <li>• Carry out monthly analysis of compliments, complaints and customer satisfaction</li> <li>• Benchmark our performance against relevant industry comparators and share performance information with customer representatives via tenant-led Service Review Group meetings and Tenant Inspectors</li> <li>• Facilitate Tenant Inspectors to carry out independent service reviews</li> </ul>
3.27	<p><b><u>Maintaining property condition information</u></b></p>
3.27.1	<p>OVH will ensure it maintains accurate and up to date data on the condition of all socially rented properties through a combination of the following actions:</p> <ul style="list-style-type: none"> <li>• Completion of a stock condition survey for each property at least once every 5 years</li> <li>• Periodic validation of stock condition data by an independent / external consultant</li> <li>• As part of pre-entry surveys for improvement works</li> <li>• As part of the void survey process</li> <li>• As part of ongoing service and maintenance programmes (e.g. periodic electrical testing)</li> <li>• Updating data following completion of investment and upgrade works</li> <li>• Via targeted Property M.O.T's</li> <li>• Information obtained through environmental monitoring devices</li> </ul>
3.28	<p><b><u>Complaints and Appeals</u></b></p>
3.28.1	<p>Any complaints regarding OVH's repairs, maintenance and planned works service will be dealt with in accordance with the OVH Complaints, Appeals and Feedback Policy (see <a href="http://www.ovh.org.uk">www.ovh.org.uk</a> for full details).</p>
3.28.2	<p>In all cases of complaint, OVH will seek to resolve issues to the customer's satisfaction at the first point of contact. Where this is not possible, customers may access OVH's formal, internal complaints handling process. All stage 1 and stage 2 complaints will be acknowledged within three working days and a full response given within 10 working days.</p>
3.28.3	<p>If the complainant is still not satisfied with the response at stage 2 they may refer their complaint to the Independent Housing Ombudsman. The contact details for the Housing Ombudsman are as follows:</p> <ul style="list-style-type: none"> <li>• Online Complaints form available at <a href="https://www.housing-ombudsman.org.uk/">https://www.housing-ombudsman.org.uk/</a></li> <li>• Via email: <a href="mailto:info@housing-ombudsman.org.uk">info@housing-ombudsman.org.uk</a></li> <li>• Via telephone: <b>0300 111 3000</b> (9.15am-5.15pm: Monday to Friday)</li> <li>• In writing to: <b>Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET</b></li> </ul>
<b>4</b>	<b>Implementation</b>
4.1	<p>The OVH Repairs, Maintenance and Planned Works Policy applies to all staff and there is a collective responsibility to ensure adherence to all principles of the Policy, outlined above.</p>
4.2	<p>All staff have a responsibility to inform their Line Manager if they become aware of any failures to follow correct procedure.</p>

4.3	It is the responsibility of the Operations Director - Assets and Compliance to ensure that this Policy and the supporting procedures are effectively implemented.	
<b>5</b>	<b>Performance</b>	
5.1	Performance will be monitored against a number of performance indicators, including: <ul style="list-style-type: none"> <li>• % of non-emergency repairs completed in timescale</li> <li>• % of emergency repairs completed in timescale</li> </ul>	
5.2	Performance will be monitored at regular performance management meetings, contractor progress meetings, and tenant-led Service Review Groups. Performance will be reported to existing residents on an annual basis through the annual report. Day to day / operational performance will be managed by the Repairs and Maintenance Manager.	
5.3	Hard to access properties will be monitored by the 'No Access Working Group', which is led by the Neighbourhood Services Team.	
<b>6</b>	<b>Consultation</b>	
6.1	All OVH staff have been consulted about the development of this Policy. The Customer Policy and Strategy Review Group have also been consulted in the development of this Policy.	
<b>7</b>	<b>Review</b>	
7.1	This Policy will be reviewed at least once every three years (from the date it is approved) by the Executive Management (EMT) Team to ensure its continuing suitability, adequacy and effectiveness or as required by the introduction of new legislation or regulation that impacts on the obligations of OVH or changes to OVH business practices.	
<b>8</b>	<b>Equality and Diversity</b>	
8.1	Was a full Equality Impact Assessment (EIA) required?	Yes
8.2	When was EIA conducted and by who?	An EIA was undertaken by the Strategic Regulatory Compliance Manager and the Policy and Strategy Administrator in February 2026
8.3	Results of EIA	The key actions from the EIA include: <ul style="list-style-type: none"> <li>• Ensure OVH responds automatically to all requests for information in alternative formats</li> <li>• Ensure Equality and Diversity awareness training is provided to all Property Services staff</li> </ul>

		<ul style="list-style-type: none"> <li>• Customer Service Centre staff are sensitive to the requirements of elderly and disabled when reporting a repair or a request for service</li> <li>• Ensure tenants are involved in setting service standards in this area, and consider inclusion of culturally specific standards if appropriate</li> </ul>	
<b>9</b>	<b>Scheme of Delegation</b>		
9.1	Responsible committee for approving and monitoring implementation of the policy and any amendments to it	Executive Management Team	
9.2	Responsible officer for formulating policy and reporting to committee on its effective implementation	Operation Director – Assets and Compliance	
9.3	Responsible officer for formulating, reviewing and monitoring implementation of procedures	Operation Director – Assets and Compliance	
<b>10</b>	<b>Amendment Log</b>		
<b>Date of revision:</b>	<b>Reason for revision:</b>	<b>Consultation record:</b>	<b>Record of amendments:</b>
21st March 2023	To align with business practice	See Section 6	<ul style="list-style-type: none"> <li>• Revised wording of ‘Service Standards’ included at 2.4</li> <li>• Revised repair priorities and process included at 3.1</li> <li>• Addition of ‘zero carbon’ works at 3.9.3</li> <li>• Inclusion of Housing Ombudsman contact details at 3.24</li> <li>• Review schedule altered to three years rather than annual</li> <li>• New KPI’s included at 5.1 (in line with Tenant Satisfaction Measures reporting)</li> <li>• Revised numbering scheme throughout</li> </ul>
13 <sup>th</sup> November 2024	To align with business practice	See Section 6	<ul style="list-style-type: none"> <li>• Regulatory Standards compliance information updated at 1.2</li> <li>• New clause added at 3.24 on maintaining</li> </ul>

			property condition information <ul style="list-style-type: none"> <li>• EIA updated at Section 8</li> </ul>
25 <sup>th</sup> March 2026	To align with business practice	See Section 6	<ul style="list-style-type: none"> <li>• Numbering changed throughout to reflect addition of new clauses at 3.7 and 3.10 on Awaabs Law and Disrepair respectively</li> <li>• Section 2.4 and 2.5 amended to reflect business practice</li> <li>• Section 3.1 updated to include process if OVH or their contractors have to rearrange appointment</li> <li>• EIA information updated in Section 8</li> <li>• Team names updated throughout</li> <li>• Equality, Diversity and Human Rights statement updated</li> <li>• Appendices added to give more detail on the types of repairs OVH will carry out, and the repair responsibilities of OVH and customers</li> </ul>

## Appendix One

### Emergency repairs

Examples of emergency repairs include:

- Total loss of electrical power
- Unsafe electrical sockets or fittings
- Total loss of heating in cold weather
- Blockage of your only toilet
- Blocked drain with sewage overflow
- Burst water pipe where the customer is unable to control or isolate the water supply
- Severe roof leak
- Total loss of water supply
- Minor water leak which cannot be contained and is likely to cause damage
- Loose or falling brickwork/concrete likely to cause injury or damage
- Boarding up a broken door or window

- Loss of keys (if you have home contents insurance, this may be covered in your policy – if not you will need to pay for the cost of us gaining entry to your home and replacing the locks)

### **Non-emergency repairs**

Examples of non-emergency repairs include:

- Minor problems with toilets, baths, sinks, and doors
- Sticking or broken windows (where your home is still secure)
- Plaster repairs
- Tiling and brickwork

## **Appendix Two**

### **Customer responsibilities**

The following provides a summary of the type of repair that would fall within a customer's responsibility and will operate in conjunction with OVH Recharge Policy:

- Gaining entry to the property due to lost keys - locked in and locked out
- Replacement of lost keys or change of locks to any windows
- Any repair caused by neglect, misuse, wilful or accidental damage
- Minor plaster cracks
- Maintenance of fencing between your and your neighbour's property
- Internal redecorations
- Replacement of light bulbs, fluorescent tubes, and starter motors, except for communal lights
- Electrical plugs on customer's own appliances, resetting circuit breakers
- Renewing external security lights where installed by the customer on individual properties
- Provision of additional electrical sockets or changing single sockets for double (NB: any work to the electrical installation must be carried out by a qualified electrician and must have received approval from OVH before undertaking the work)
- Smoke detectors and batteries fitted by the customer, (excluding the landlord-fitted smoke detectors and CO alarms)
- Repair or renewal of timber sheds, outbuildings, or greenhouses
- Rehanging customer installed internal doors and making adjustments to clear floor coverings
- Bleeding radiators
- Plumbing to washing machines, dishwashers etc. and any leaks/blockages to these
- Keeping sink, wash hand basin, bath and shower wastes clear
- Replacing toilet seats, plug chains, pulls, handles
- Plugs and chains to sink, wash hand basin, bath
- Customer installed doorbells, latches, knobs, finger plates, chains, spy holes, handles, draft excluders, letter boxes
- Burglar alarms, unless specifically provided by OVH as target hardening measures delivered by the Community Safety Team
- Individual door entry systems (communal door entry systems will be maintained and repaired by OVH) unless specifically provided by OVH as part of the Independent Living service
- Repairs to curtain battens, coat hooks and rails
- Repairing or renewing shower curtains and rails
- Garden paths, patios and sheds not provided by OVH
- Washing lines and posts (except in communal areas)
- Customer installed gate catches and latches

- Removal of customer's own floor coverings prior to work starting and reinstatement upon completion of work (includes carpets and laminate flooring)
- Clearing rooms, lofts, cupboards etc. prior to work commencing
- Removal/movement of satellite dishes, burglar alarms, CCTV fitted by the customer etc. prior to work commencing, and reinstatement upon completion of the work
- Internal redecoration following completion of a responsive repair, planned maintenance or improvements
- Maintenance and upkeep of any fixture or fitting installed by the customer, and responsibility for removal/moving it if required to enable work to be carried out, along with reinstatement upon completion of the work (including laminate/wooden flooring)
- Gardens and soft scaped area
- Clearing and keeping clear of debris and leaves etc from external gullies/grates
- Keeping any garden, drive, pathway, path, shed, store, pond, greenhouse, fence, or other structure, which are your responsibility and that form part of the Property, well-maintained and in a good condition

**Note:** At OVH's discretion and on a case-by-case basis, OVH may carry out some of the repairs / activities listed above on the customers behalf and free of charge where there are known vulnerabilities and the customer could not be reasonably expected to complete these type of works through their own means.

#### **OVH responsibilities**

- Structural repairs – walls, roof, floors, stairs (major for this one)
- Minor containable plumbing leaks with the exception of customer's own appliances
- Repairs to internal joinery including cupboards, skirting, bath panels, flooring repairs
- Minor plastering repairs and small patches
- Roof leaks following being made safe
- Repairs to fans and minor electrical faults
- Faulty/leaking external windows and doors
- Blocked waste pipes to a single fitting
- Cleaning out and/or repairing defects to gutters and rainwater pipes
- Full components of sinks, basins, toilets and baths
- Electrical wiring
- Gas piping heating systems and water heaters, central heating, chimneys, chimney stacks and flues
- Communal areas in blocks of flats
- Boundary fences, walls and gates – only where they border a footpath, road or other public area
- External paths and steps – only those classed as access routes