

T3 Residential Limited

Repairs and Maintenance Policy

1 Introduction

- 1.1 T3 Residential Limited (“**T3 Residential**”) is committed to ensuring that its properties are well-maintained, and repairs are carried out in a timely and cost-effective manner to maximise the long-term life of the property.
- 1.2 The purpose of this policy is to set out our approach to responsive repairs, cyclical and planned maintenance, and how performance services are managed.
- 1.3 The main aims of this policy are to:
- Provide clearly, the principles of our repairs and maintenance to our tenants; enabling us to provide a seamless, high quality and tenant focused repairs service for all tenants;
 - Ensure the repairs and maintenance service meets all legal and regulatory requirements; and to
 - Ensure that all our homes meet the latest Decent Homes Standard as a minimum.
- 1.4 This policy should be read and interpreted alongside our tenancy agreements, which set out T3 Residential’s responsibilities and tenants’ rights and obligations.

2 Legal and Regulatory Responsibilities (not exhaustive)

- 2.1 This policy is aligned with the following legislative and regulatory requirements:
- The Regulator of Social Housing’s Safety & Quality Standard;
 - The Regulator of Social Housing’s Transparency, Influence and Accountability Standard;
 - Disrepair – Landlord and Tenant Act 1985 S11;
 - Consumer Rights Act 2015;
 - Occupier Liability Act 1957;
 - Defective Premises Act 1972;
 - Gas Safety (Installation and Use) 1998 (and 2018 amendment);
 - Environmental Protection Act 1990;
 - Electrical Safety Regulations 1994;
 - Control of Asbestos Regulations 2012;
 - Regulatory Reform Order 2005;
 - Housing Health & Safety Rating System 2004; and
 - Hazards in Social Housing (Prescribed Requirements) (England) 2025 (Awaabs Law).

3 Scope

- 3.1 This policy applies to all properties where T3 Residential has the obligation to provide a repairs and maintenance.
- 3.2 We are responsible for ensuring that the service standards identified in this policy are met by themselves or any subcontractors employed to conduct repairs and maintenance works.

4 Approach to Repairs and Maintenance

- 4.1 As the landlord, T3 Residential is responsible for carrying out responsive repairs and also maintain responsibility for both cyclical works and planned maintenance.

5 Responsive Repairs

- 5.1 Responsive Repairs are repairs which are carried out on a reactive basis as the need arises e.g. faulty doors and windows, loss of heating or power, blocked toilets. Responsive repairs are split into the following three categories:
- **Emergency repairs:** Are repairs works which, if not carried out would pose an immediate risk to a tenants or third party's health and safety or to the building's structural integrity. T3 Residential aim to have an operative attend to an emergency repair and make safe within 4 hours and complete the repair within 24 hours of receiving the request.
 - **Urgent repairs:** Are repairs works which, if not carried out would not pose an immediate risk but cause a serious inconvenience to the resident. This type of repairs could develop into an emergency repair if it is not addressed. T3 Residential will have a target for urgent repairs to be completed within 7 working days.
 - **Routine Repairs:** These are repairs works that are not hazardous and do not cause any serious inconvenience to the resident. T3 Residential will have a target for urgent repairs to be completed within 25 working days after being reported.
- 5.2 All responsive repairs issues will be able to be logged via phone or email with us or its managing agent. Where an inspection is required, it will be scheduled and completed within 7 working days of a repair issue being reported.
- 5.3 With all repairs, tenants will be notified of when the repair works will take place and how long the repair should take to resolve. Tenants will be kept informed on the progress of the work and what work is being undertaken when the issue is not resolved during the first visit. Tenants will be notified upon completion of the repair works.
- 5.4 We recognise that it will be more difficult for tenants with specific communication needs to access our information surrounding repairs & maintenance and reporting them. We will ensure that our communications are accessible to all as described in our Equality, Diversity & Inclusion Policy.

6 Damp and Mould

- 6.1 We will manage reports of damp and mould in line with the requirements of the Hazards in Social Housing (Prescribed Requirements) (England) 2025 (Awaab's Law) and in line with our Damp and Mould Policy.
- 6.2 Where T3 Residential are responsible, we will:
- Investigate emergency hazards and undertake relevant safety work as soon as is practicable and within 24 hours of reporting;
 - Investigate significant hazards within ten working days of becoming aware of them;
 - Provide a written summary of the investigation to the tenants within three working days of the inspection;
 - Undertake relevant safety work within five working days of the investigation, if a significant hazard is identified;
 - Begin, or take steps to begin, any further required work within five working days of the conclusion of the investigation where a significant or emergency hazard is identified;
 - Where steps cannot be taken to begin work within five working days it must be done as soon as possible and physically started within twelve weeks;
 - Satisfactorily complete works within a reasonable timescale;
 - Decent tenants at T3 Residential's expense where the timescales cannot be met (see T3 Residential's Decant Policy); and
 - Keep tenants informed and updated throughout the process and provide information on how to keep safe.

7 Cyclical and Planned Maintenance

- 7.1 Cyclical maintenance comprises work which is considered protective or preventative. This includes gas servicing/safety checks, electrical safety checks, decoration of communal areas and other similar works.
- 7.2 Planned maintenance works are planned in advance and will be carried out to ensure the health and safety of tenants and their visitors and to maintain the standard of our properties in line with our Asset Management Policy.
- 7.3 We will use data obtained from stock condition surveys, repairs history, complaints, health and safety assessments, EPCs, component lifecycle data to schedule planned maintenance. An annual programme of planned maintenance works will be notified to tenants whose homes are impacted by planned work.

8 Refusal of Adaptation Requests

- 8.1 Our tenancy agreements sets out the repairs and maintenance obligations for both T3 Residential and the tenant. When a tenant signs the agreement and accepts the keys for the property it demonstrates that the obligations has been understood and accepted by both the tenant and T3 Residential.
- 8.2 In line with our obligations as a landlord, and in line with our tenancy agreements T3 Residential will:
- Keep the exterior (e.g. roofs, walls, doors, windows, paths) and interiors (e.g. ceilings, doors, floors) of the building in good repair;
 - Make sure that supplies for gas, water and electricity are in good working order;
 - Maintain kitchen and bathroom equipment (where this equipment was provided by T3 Residential as part of the tenancy) and drainage; and
 - Maintain shared areas.
- 8.3 T3 Residential expects tenants to:
- Treat their home with care and respect, keeping it clean and decorated to a reasonable standard;
 - Report repair problems as soon as possible;
 - Replace minor items (e.g. tap washers, lightbulbs, toilet seats); and
 - Allow access for works and inspections to take place.

9 Rechargeable Repairs

- 9.1 For repairs that are not the responsibility of T3 Residential, it is the responsibility of the tenant to complete and pay for these works. The tenants will be responsible for all repairs caused by deliberate damage or neglect.
- 9.2 In some cases, we may undertake repairs work that is responsibility of the resident. For example:
- If the repair or maintenance issue is unsafe or creates a risk to the resident, third parties or the fabric of the building;
 - If the tenant is vulnerable and have been assessed as lacking the capacity to complete the repair;
 - Where the tenant has moved out and the property is void; and
 - The tenant requests that T3 Residential completes the work and pays for it in advance;
- 9.3 Where T3 Residential has to undertake repair work which is the obligation of the tenant, the costs of this work will be recharged to the resident. Where the repair occurs after the tenant has moved

out, we will seek to recover the full cost of the repairs, either from any deposit, or through seeking a money judgment order.

10 **Appeals and Complaints**

10.1 Where a tenant is not satisfied with a decision taken under this policy, they can appeal using the process outlined in our Complaints Policy.

11 **Policy Review**

11.1 The board is responsible for ensuring this policy is kept up to date, implemented within the organisation and monitored and evaluated.

11.2 The policy will be reviewed every two years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation or regulation. This process ensures the policy continues to be appropriate, adequate and effective.

11.3 We may inspect completed maintenance works to ensure that they consistently meet required standards. Tenants will be given 24-hours' notice prior to these inspections taking place.

11.4 In due course, we will monitor the effectiveness of the repairs and maintenance service provided using a number of key performance indicators:

- Repairs attended on time
- Repairs completed on time
- Repairs not resolved at first visit
- Number of repairs completed
- Average cost per repair
- Number of repairs cancelled including reason and type
- Disrepair claims

11.5 These metrics will be reported to the board on a quarterly basis.

12 **Background Documents**

12.1 This policy should be read in accordance with the following policy documents:

- Complaints Policy;
- Equality, Diversity and Inclusion Policy;
- Damp and Mould Policy;
- Decant Policy; and
- Asset Management Policy.

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