Arawak Walton Housing Association
Repairs and Maintenance Policy

Approved by	Tenant Experience Committee
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Date issued to Staff	February 2026
E&D impact Assessed	Yes
Date of Next Full Review	November 2028
Policy Ownership	Operations Director
Policy Author	Head of Property Services
Legal Review	Brabners Solicitors have provided legal advice and input
Tenant Consultation	• Tenant Quality Panel – 30th October 2025 • Tenant Experience Committee – 20th November 2025
Version	1.0
Corporate Objectives	• Homes and Growth: Maintaining and expanding our portfolio with quality, efficient homes • Customers and Communities: Providing excellent services, listening to tenant voices, and ensuring safe homes • Financial Sustainability: Investing wisely to ensure long-term viability and value for money
Regulatory Standards	• Consumer Standards: Safety and Quality
Strategic Risks	

Ref	Risk
S2	Legal/Regulatory Compliance *Risk Appetite - Averse*
S7	Asset Management *Risk Appetite - Cautious*
S9	Health and Safety *Risk Appetite - Averse*

1.0 Policy Purpose

1.1 The Repairs and Maintenance Service is one of our most business-critical functions and services and for many tenant may be the only time they have direct contact and interaction with the association. We recognise the importance of trust between all parties in what is a relationship of 3 parts:

- Arawak Walton
- Tenants
- Contractors

1.2 Each of the above has unique perspective but common desires:

- Respect
- Empathy
- Information
- Safety
- Mutual trust

1.3 It is therefore critical that we deliver a compliant, high quality, timely, efficient, effective and responsive service that meets the needs of all our tenants.

1.4 This policy sets out Arawak Waltons approach to repairing, maintaining and improving its properties and complements and supports the delivery of our Asset Management Strategy and planned and cyclical maintenance programmes.

1.5 This policy applies to all employees, contractors and tenants.

2.0 Policy Aims

2.1 We aim to provide a Repairs and Maintenance Service which ensures:

- That residents' homes and communal areas are safe and secure
- Compliance with all legislation and regulations
- Appropriate monitoring, reporting and controls of service delivery and performance
- Continuous review and improvement
- Ensures that residents are always treated with dignity and respect.
- Repairs are completed within timeframes compliant with any service standards or legislative requirements
- Efficiency and value for money (This includes maximising planned maintenance and investment in order to reduce the need for responsive repairs)
- Maintenance of accurate property related records around repairs and maintenance and improvements

- Quality of access for tenants utilising relevant personal information to provide a tailored and appropriate service
- Residents are kept updated and informed about their repair

3.0 Policy Scope

3.1 This policy relates to the Association's domestic properties. The policy does not cover rechargeable repairs or void properties which are covered in separate policies.

3.2 Where a tenant makes an application to purchase their home, we will undertake emergency and health and safety related repairs only. A full service will be re-instated should their application not progress to completion.

4.0 Relevant Legislation and Regulation

4.1 This policy and any subsequent procedures have been written in the context of relevant legal and regulatory requirements and will be updated as and when required.

4.2 Examples of relevant documents are provided within section 24: Legal and Policy context.

5.0 Awaab's Law

5.1 We are committed to ensuring compliance with Awaab's Law.

5.2 In particular, we will address any significant or emergency hazards in relation to damp and mould within the timescales set out in Awaab's law.

- A **significant hazard** is one that poses a significant risk of harm to the health or safety of a tenant
- An **emergency hazard** is one that poses an imminent and significant risk of harm to the health or safety of the tenant.

5.3 We will:

- Investigate any potential **emergency hazards** and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable, both within **24 hours of becoming aware of them**
- Investigate any potential **significant hazards** within **10 working days** of becoming aware of them
- Produce a written summary of investigation findings and provide this to the named tenant within **3 working days** of the conclusion of the investigation.
- Undertake relevant safety work within **5 working days** of the investigation concluding, if the investigation identifies a significant hazard
- Begin, or take steps to begin, any further required works within **5 working days** of the investigation concluding, if the investigation identifies a

significant or emergency hazard. If steps cannot be taken to begin work in **5 working days** this must be done as soon as possible, and work must be physically started **within 12 weeks**.

- Satisfactorily complete works with a reasonable time period
- Attempt to secure the provision of suitable, alternative accommodation for the household, at our expense, if relevant safety work cannot be completed within specified timeframes
- Keep the named tenant updated throughout the process and provide information on how to remain safe

6.0 Roles and Responsibilities

6.1 Overall responsibility for this policy lies with Board. This is supported by the executive, senior management and operational teams to ensure effective delivery of the policy and ensure Arawak Walton meets its responsibilities.

6.2 Specifically the Senior Management Team are responsible for:

- Developing and implementing policy and strategies to deliver the service
- Allocating resources and budgeting for repairs and maintenance
- Oversight and monitoring of the implementation of management initiatives to ensure compliance with regulations and standards
- Assessing and managing risks associated with repairs which impact potential health hazards and legal liabilities
- Engaging with tenants, contractors and other stakeholders to monitor the service delivered, including satisfaction
- Training & Awareness programmes to be provided so staff and tenants can identify, prevent and manage repairs in our homes
- Ensuring compliance with relevant regulations and standards in housing.
- Reporting to Board and Regulator as required

7.0 Reporting a Repair

7.1 Tenancy and leasehold agreements set out the contractual responsibilities for Arawak Walton and our tenants however, we will aways consider individual tenant circumstances and our obligation to ensure their home remains safe.

7.2 Arawak Walton will provide a number of ways in which a tenant may report a repair including:

- A dedicated telephone line with a unique number will continue to be provided between the hours of 9 am and 5 pm on weekdays
- Email
- Text
- Web enquiry
- Visiting the office
- Home visit

- Drop in session
- Tenant Portal (work in progress)

7.3 At any point in the process, a tenant can nominate someone else to deal with the association on their behalf. Tenants can request this through any of the contact methods outlined above.

7.4 We expect tenants to:

1. Notify us as soon as possible of a repair that does not fall under their responsibility
2. Keep the inside of their home clean and in good condition, maintain their garden areas and keep communal areas clean and clear
3. Make a formal request and receive consent before carrying out any work that involves the removal or alteration of any fixture and fittings within the property including flooring or other fittings that will preclude access for maintenance. Failure to obtain consent may lead to a recharge for the cost of subsequent rectification
4. Take out home contents insurance as Arawak Walton is not responsible for insuring tenant furniture or possessions. Tenants may also be responsible for damage caused to another property e.g. damage due to flooding
5. Allow access at the agreed time for repair works for which Arawak Walton are responsible
6. Ensure that a responsible adult is present at the agreed date and time to facilitate the repair appointment
7. Clear repair work areas of personal items or valuables (including furniture, wall and floor coverings)

8.0 Out of Hours Repairs

8.1 Arawak Walton has an emergency out of hours service which can be contacted any time outside of normal operating hours (Monday – Friday, 9am-5pm).

8.2 The agency responsible for this service will be provided with appropriate guidance and information including of appropriate escalations. The service will deal with emergency repairs issues, often to make a property safe until a full repair can be made. Should we be unable to do so then temporary accommodation will be provided until such time as this can be achieved.

8.3 Contact details for the out of hours emergency repairs service can be found on our website.

9.0 Appointments, Access and Reasonable Adjustments

9.1 On reporting a repair tenants will be notified of the following:

1. Works completion date
2. Works order reference number
3. Contractor name
4. Works description

5. Repair satisfaction survey

9.2 Access to complete repairs and pre and post inspections will be offered at the most convenient time for the tenant.

9.3 Arawak Walton will make reasonable attempts to gain access to the property to carry out repairs. We recognise that our tenants have different needs and may need additional support and assistance. In such circumstances we will tailor our approach and make reasonable adjustments in order to do accommodate and respond to these. This means for routine repairs:

- We will ordinarily make three attempts to contact the resident in order to organise an appointment
- We will work with the tenant to arrange a suitable time to visit the property
- We will offer timeslots which take account of tenants' needs
- If we attend an agreed timeslot and are unable to access the property, we will leave a notice that we tried to attend
- We will keep a record of our correspondences with tenants and attempts to access the property
- We will update tenants on progress in relation to their repairs.

9.4 Issues arising around a lack of access will be dealt with in line with Access Policy.

10.0 Prioritising Repairs

10.1 The timescale for repairs will depend on their urgency and are summarised in the table below:

Repair Priority	Response Time	Examples
Emergency	• Within 24 hours	This is where the most serious "category 1" hazards are present and are deemed to pose an imminent and significant risk of harm to the health or safety of the tenant. The home may not be fit for human habitation. There could be risk to the residents. We will make the home safe within 24hours (or sooner depending on the issue) and/or decant residents. Additionally, there may be other emergency repairs that do not necessarily constitute a category 1 hazard. An example of this could be a roof leak or boarding up a property.

Urgent	• 5 working days	Examples of urgent repairs could be a loss of heat or hot water where no vulnerable people reside at the property, most electrical works, minor roof or gutter leaks
Significant hazard relating to damp and mould	• Investigate within a maximum of 10 working days • Provide written summary of investigation and conclusion within 3 working days of the investigation • Make property safe and begin to take steps to begin work within 5 working days of investigation concluding	This is where there is a damp and mould hazard that is deemed to pose a significant risk of harm to the health or safety of a tenant.
Routine	• 15 working days	Examples of routine repairs could be a minor internal joinery repair like a loose cupboard door or handle, minor plumbing issues like a dripping tap or minor electrical problems such as a socket not working.

10.2 Arawak Walton must be aware of the issue for these timescales to apply.

10.3 Residents have a responsibility to report the need for repairs to us, but we may also become aware through other means, such as through a home visit or scheduled inspection.

10.4 Where hazards are identified, we will provide a written summary of the findings from our investigation within 3 days of the inspection concluding. If the hazard poses a significant risk to health and safety then we will begin repair work within 5 working days of the written summary being issued.

10.5 We will communicate timescales for repairs with tenants and we will evidence the reasons for any delays.

10.6 Damp, Mould and Condensation issues will be dealt with in line with our Damp, Mould and Condensation Policy, but the standards and timescales set out in this policy will still apply.

11.0 Ensuring a high-quality service

11.1 Arawak Walton's staff and contractors will abide by the following standards:

- Be courteous and treat residents with respect. This includes introducing themselves by name when entering a resident's home and showing ID to the tenant.
- Let the resident know if they are going to be late for an appointment, or if there is any other delay or postponement required.
- Communicate clearly to the resident what work will be carried out, the expected timescale for the work and the reasons for any delays. We will keep tenants updated during the repair.
- Make sure that tools and equipment are not left out in such a way that creates dangerous conditions.
- Be careful not to damage residents' home or possessions.
- Clear away all mess and rubbish following a job.
- Ensure that if any services are disrupted during the job (for example if the electricity needs to be switched off), they are restored and working before the contractor leaves.
- While advice and guidance may form part of the appointment, contractors will avoid placing blame and judgment on residents.
- Record and use data about residents in line with our data protection policies, and with respect to residents' confidentiality.

11.2 We will make every contact count. Within the boundaries of data protection rules and tenants' privacy, contractors will be made aware of relevant needs and circumstances of the resident. For example, if the resident has a visual impairment the contractor will be informed so that they can operate with appropriate caution in relation to trip hazards and letting the tenant know who is in their home.

11.3 While operating within our data protection policies, contractors will ensure that any additional tenant needs or issues they become aware of during their visit are reported so that they can be recorded on the Housing Management System. For example, if the tenant lets the contractor know that they have a disability which could impact how they access services, the contractor should ensure this information is fed back to Arawak Walton so that it can be stored on our Housing Management System.

11.4 Our contractors will also be responsible for reporting any other issues they notice while visiting the property or which are reported to them. For example, if the visit is to fix a faulty window, but the contractor also notices an issue with damp and mould, they will report the issue to the landlord so that it can be dealt with in line with our policies. They may be able to offer some advice or remediation for the issue if they have the right expertise and depending on time.

12.0 Planned Maintenance

12.1 We will ensure effective governance of the quality of our homes, underpinned by accurate and up-to date information around stock condition. Use of this data

will enable us to build a strategic approach to property investment and proactively address issues through planned major repairs rather than through responsive repairs.

12.2 In support of this and when a repair affects a group of properties, work will be planned and organised for an appropriate time in the future.

13.0 Communal Repairs

13.1 Communal repairs are those carried out to entrances, halls, lifts, stairways, passageways, lighting, door entry systems and other areas provided for common use.

13.2 They may also be carried out to boundaries and to other external structures which are the responsibility of Arawak Walton. Some communal repairs may be grouped together and undertaken simultaneously as this provides for better value for money.

14.0 Servicing and Cyclical Works

14.1 There are some areas where we have a legal obligation to carry out a regular cycle of works. These are covered in separate compliance policies but we will ensure that we meet all our cyclical and servicing obligations in relation to:

- Gas servicing
- Electrical testing
- Door entry systems
- Warden call equipment
- Emergency Fire Equipment
- Emergency Lighting
- Water testing
- Portable appliance testing
- Smoke alarms
- CO Detectors
- Passenger Lifts

14.2 Where scheme-based staff are present they will report jobs for the service contractors through the Customer-Service Team. In addition a monthly estate inspection monitors and assesses a number of internal and external environmental, building safety and compliance factors including graffiti, bin stores, lighting, fire alarms, doors, exit and action notices, door furniture, scheme signage (including CCTV), flooring and windows

15.0 Improvements and Alterations

15.1 Where a tenancy agreement permits, tenants are allowed to carry out improvements, alterations and additions to their home provided that they first obtain:

- The association's written consent; and;
- Any necessary approvals relating to planning and building control
- When requesting consent, tenants need to put in writing or email the precise nature of the work and details as to who will be carrying it out. Consent will not be unreasonably withheld but will not be given if the proposed improvement will:
- Make the property or adjacent premises less safe;
- Reduce the value of the property;
- Make the property difficult to let; and/or
- Be unsuitable to possible future occupants unless alteration is for disability or religious reasons

15.2 All authorised work will be pre and post inspected to ensure it is completed to a safe, compliant and sufficiently high standard and by qualified and competent persons. Work undertaken on gas and electrical installations must be carried out by appropriately qualified persons and copies of relevant certificates provided.

15.3 We are not liable for any loss or damage to, caused by or associated with any improvements or alterations carried out with our without permission. Tenants are responsible for any repairs, maintenance or replacement of an improvement and/or alteration that may subsequently be required.

15.4 Tenants may be required to reinstate the property to the condition it was in prior to them carrying out an improvement or alteration and may be recharged for any unauthorised improvement or alteration identified at the end of their tenancy.

16.0 Aids & Adaptations

16.1 The association commits to facilitating and supporting independent living, by carrying out alterations to meet the needs of individuals that enhance their quality of life and where appropriate, enable them to remain in their current home.

16.2 The association assists eligible tenants to secure aids and adaptations to their homes by directly undertaking the work where possible or assisting the tenant in applying for a Disabled Facilities Grant (DFG) from their Local Authority.

16.3 The association will partner in any scheme supported by the Local Authority to complete these works and contribute to costs. In meeting these objectives, the association together with its partner LAs will provide a responsive service to tenants who are or become vulnerable or who have requirements arising from their disability, long term illness or fluctuating and progressive condition.

17.0 TV aerials & satellite dishes

17.1 The association makes provisions for communal aerial systems on blocks of flats. Many blocks also have communal arrangements for satellite systems. Any tenant seeking to install further satellite dishes on the external of their flat or street property must contact their local authority Planning Department and obtain written permission. Please note, the association may ask to see this for TV/Radio reception installations which have not been installed by us.

18.0 Safeguarding and Domestic Abuse

18.1 Arawak Walton has relevant policies in relation to both safeguarding and domestic abuse which all employees and contractors are required to follow. All reports of domestic abuse will be dealt with quickly, sensitively and with discretion. We will support tenants experiencing or at risk of domestic abuse by providing required extra security measures e.g. lock changes free of charge to reduce or remove the risk of harm.

19.0 Aftercare Service

19.1 Tenant satisfaction is central to the association's activities within the repairs and maintenance service. Satisfaction levels are used to explore and assess tenant experiences and expectations to drive future improvements within the service. To gather evidence of satisfaction:

- A repair satisfaction survey is sent to residents to get their views on how it went
- We undertake an annual Tenant Satisfaction Survey which asks specific repair and safety related questions
- We may carry out a post-repair inspection. Whether and when this is required will depend on the nature of the repair. We may also inspect a random sample of repairs
- We hold regular contractor review meetings to discuss performance
- We record, monitor and report on a range of key performance indicators e.g. repair completion response rates

19.2 In addition to the above our Customer Service Team will contact by telephone, a random sample of tenants who have recently had a repairs appointment to record feedback and remedy any problems which are reported.

19.3 Property Delivery Team will aim to carry out Post Inspections for all jobs of a value of greater than £500.

20.0 Health, Safety & The Environment

20.1 The safety of our tenants and staff is our highest priority and whilst we have no high-rise buildings, our portfolio does contain "higher risk" older persons housing.

20.2 Throughout the length of this strategy, we will ensure that:

- Customers are informed regarding safety within their buildings and concerns are listened to and addressed.
- We hold an accurate and up to record of all key building components which require cyclical servicing to comply with relevant legislation (Gas, Electricity, Water, Fire safety & M&E components) and validate this data at least biennially.
- We ensure we are compliant with all legislation and continually review our approach to 'best practice.'
- Mechanical and Electrical condition and suitability surveys are undertaken of all key M&E equipment every five years so that suitable investment plans can be put in place to ensure elements are replaced 'just in time.'
- All policies for our key risk areas are reviewed every two years, so that they are legally compliant, robust and reflect the organisations risk management approach.
- We report all key risk areas to both the Executive Team and the Board on a regular basis and ensure assurance and evidence of discharging of actions.
- We commission regular technical and professional audits of our services to ensure we receive third party assurance that our services are managed appropriately.
- We define what constitutes a competent person in terms of contractor procurement, to ensure robust contractor selection and appropriate discharging of actions.
- The association will work closely with the requirements outlined in the Housing Health and Safety Rating System when diagnosing the condition of its homes and communal areas.

20.3 The associations' staff and contractors when on site will use appropriate personal protective equipment, when necessary. As a commitment to health, safety and the environment the association has a number of related strategies, policies and systems to assist in the management of its homes and communal areas e.g. Asbestos Register and Asset Management Strategy.

21.0 Achieving Value for Money

21.1 Operating as an efficient and effective business and demonstrating value for money to its customers with a high level of service are key strategic

objectives. The association has a range of mechanisms in place to demonstrate and improve this, including:

- Benchmarking cost and performance data such as average costs per property
- Market testing of the repairs service against other social and external housing providers
- Undertaking reviews on processes, services and systems
- Analysing emergency and urgent jobs issued to determine long term remedial or planned works
- Robust tendering processes
- Effective tenancy enforcement to ensure tenants fulfil their obligations in relation to their home
- Tenant Responsibility and Recharge Policy and procedures

22.0 Local Contractors

22.1 The association wants to contribute to the development of the local community economy and where possible will work with contractors based in Greater Manchester. In addition, it will encourage the development of BME contractors who can provide a service to tenants.

23.0 Performance Monitoring

23.1 Financial Implications: Maintenance activity has considerable financial impact. If we do not ensure our stock is properly maintained, the Association will in the future find itself with expensive liabilities. However, our budget is limited and close monitoring of expenditure under several budget heads will be undertaken by management teams and all works will be procured in accordance with our financial regulations.

23.2 Monitoring and reporting is undertaken as follows:

Task	By
Daily and weekly operational monitoring	CST Team Leader, Head of Tenant Services, Property Delivery Manager
Bi-monthly Contractor Review Meetings	CST Team Leader, Head of Tenant Services, Property Delivery Manager
Monthly KPI Reporting	Business Management Team
Monthly Management Accounts	Business Management Team
Quarterly KPI Reporting	Business Management Team

23.3 Complaints and tenant feedback are also used as an additional means of monitoring and improving the quality of service.

23.4 Information to Tenants: The Association will provide clear information on:

- The repairing obligations of both parties

- The response time categories
- The Association's repairs performance
- Any proposals for planned maintenance
- Our policy on improvements, alterations and compensation

23.5 The information will be presented in consultation events, letters, newsletters, Arawak Walton website, annual report and tenant's handbook.

24.0 Legal and Policy Context

24.1 Internal Documents:

- Tenancy Agreement
- Customer Services Charter
- Access Policy
- Asset Management Strategy
- Tenant Responsibility and Recharge Policy
- Contractor Development Policy
- Damp, Mould and Condensation Policy
- Void Policy
- Arrears Policy
- Equality, Diversity and Inclusion Policy
- Domestic Abuse Policy
- Safeguarding Adults Policy
- Safeguarding Children and Young People Policy
- Compliance Policies
- Health and Safety Policy
- Allocations and Lettings Policy
- Value for Money Strategy
- Standing Orders and Regulations
- Tenancy Management Policy
- Vulnerabilities Policy

24.2 External Documents:

- The Regulator for Social Housing Regulatory Framework
- Landlord and Tenant Act 1985The Housing Act 1985
- The Environmental Protection Act 1990
- The Housing Act 2004
- Defective Premises Act 1972
- 2006 Decent Homes Standards
- Gas Safety (Installation and Use) Regulations 1998
- Building Safety Act 2022
- Fire Safety Act 2021
- Equality Act 2010
- Health & Safety at Work Act 1974
- Regulatory Reform (Fire Safety) Order 2005
- Fire Safety (England) Regulations 202

- The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 (as amended)
- Housing Act 2004, Housing Health and Safety Rating System and associated operating guidance.
- The Management of Health and Safety at Work Regulations 1999
- The Furniture and Furnishings (Fire) (Safety) Regulations 1988
- The Building Regulations 2010 and the Approved Document B
- Construction (Design and Management) Regulation 2015
- Data Protection Act 2018 and GDPR (General Data Protection Regulation)
- RIDDOR 2013
- Homes (Fitness for Human Habitation) Act 2018
- Control of Asbestos Regulations 2012
- Regulator of Social Housing, Consumer Regulations
- Social Housing (Regulation) Act 2023
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)
- Regulator's Safety and Quality consumer standard (April 2024)

24.3 This is not an exhaustive list of the legislation covering social housing repairs and maintenance.

24.4 The policy also takes into account the Housing Ombudsman's spotlight reports attitudes, rights and respect, and knowledge and information management – as these contain key recommendations for how social landlords should carry out repairs and maintenance.

25.0 Consultation and Engagement

25.1 The policy has been developed in partnership with:

- The Community Housing Partnership (CHP)
- Tenant Quality Panel (TQP)
- Tenant Experience Committee (TEC)

26.0 Monitoring, Review and Reporting

26.1 This policy will be reviewed every three years or more often if necessary.

26.2 The Regulator of Social Housing requires housing association to report on a range of Tenant Satisfaction Measures. We will conduct an annual survey of residents to understand their views in a number of areas, including satisfaction with repairs, and we will publish the results.

26.3 We will publish an annual report in which we share information about our performance, such as the proportion of repairs completed within the target time, and the average number of days we took to complete repairs.

27.0 Equality and Diversity

27.1 The association will collect details from tenants through the customer profiling exercise to identify if tenants suffer from any physical or mental disabilities and hold these on the database.

27.2 When works are planned at a property the association will consider whether any special arrangements are required prior to any works commencing and assist where it is required.

27.3 The association will provide advice and guidance to contractors raise their awareness of issues around vulnerability as well as equality and diversity.

27.4 Where for religious reasons women in a household cannot be in a house alone with male contractors the association will provide a female contractor, arrange for a male of the household to be present or arrange for a female to accompany the male contractor.

28.0 Data Protection

28.1 In implementing this policy, all staff and contractors must adhere to Arawak Walton's Data Protection Policy and the General Data Protection Regulation.

28.2 The nature of the policy means that Arawak Walton will process personal data relating to residents, and this may sometimes include sensitive personal data.

28.3 In respect of this policy, this has a number of specific implications:

- We will only collect personal data where we have a lawful basis for doing so
- We will keep personal data about residents up to date as far as reasonably possible
- We will only use data for the purposes we collected it
- We will store personal data securely
- We will only share personal data in line with our data sharing policies

29.0 Accessibility

29.1 All information will be available in a variety of formats to ensure that it is:

- In a readable typeface and print size – our website includes details of how to change settings for those with visual impairment
- Translated where appropriate – our website includes Google translate
- Available upon request in formats suitable for customers with specific communication needs e.g. picture format, electronic for use with screen reader.