



simply
affordable
homes

Property Maintenance & Compliance Policy

Company No: 11567414
Registered Provider No: 5094
Version 2.1 – February 2025

Simply Affordable Homes RP (SAH) Limited

PROPERTY MAINTENANCE AND COMPLIANCE POLICY

1. Introduction

- 1.1 At SAH, we want our customers to feel happy and safe in their homes. We are committed to maintaining good quality homes, meeting regulatory standards and providing a simple, cost-effective and reliable maintenance service. We recognise that investing in a programme of planned works reduces the need for responsive repairs and can improve customer experience and satisfaction.
- 1.2 This policy sets out our approach to the ongoing maintenance and safety of our properties, these being:

Planned works: The ongoing process of preserving and improving the condition of a property to ensure its safety, functionality, and value.

Cyclical works and statutory compliance: Works and servicing that are completed in repeated intervals and give adherence to laws, regulations, standards, or guidelines.

Major works: Maintenance works that are outside the scope of responsive and planned repairs.

- 1.3 This policy relates to all SAH owned or managed homes, and communal areas, and any freehold buildings managed by SAH that are occupied by Shared Owners or Leaseholders.
- 1.4 Our approach to responsive repairs, estate management, ground maintenance and mutual exchanges can be found in our separate policies.
- 1.5 We have developed a separate policy for damp, mould and condensation. This puts emphasis on our commitment to investigating and remediating dangerous hazards within designated timeframes.
- 1.6 This policy is designed to be read in conjunction with individual tenancy and leasehold agreements. These agreements will take precedence over this policy.

2. Our approach

Planned works

- 2.1 We will deliver a programme of planned works to improve the condition of our stock. This is usually when elements of a home have reached the end of their lifecycle or where their current condition means that they need replacing. It may also be in cases where we are working towards achieving decent homes, or net-zero compliance.

2.2 Typical works include replacing or improving:

- Roofing
- External Doors
- Energy Efficiency
- Windows
- Boilers
- Heating systems
- Bathrooms
- Kitchens

2.3 Works will be determined by analysing the asset management information that we hold from: our ongoing stock condition surveys (which will be undertaken at least every five years), ongoing feedback and consultation with residents around their priorities.

2.4 Priorities will be informed by available budget, stock condition surveys, whether the work is complimentary, and the risk towards the customer, or the company, if the works where not carried out.

2.5 In order to provide good value for money, we will try and combine this work geographically where the indicated life is roughly within a five-year band.

2.6 We will consult and offer our customers elements of choice where possible across our planned and major works programmes. This could include (but not limited to) items such as kitchen layout/finishes, door types, floor coverings and paint colours.

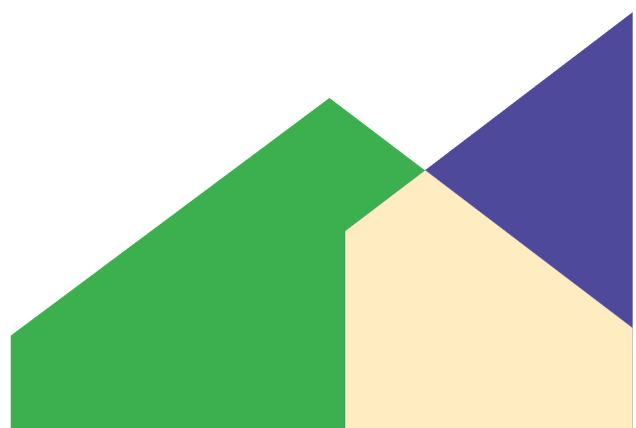
Cyclical works and statutory compliance

2.7 Typically, we will only carry out redecoration for external works. Where required, we aim to redecorate the external fabric (windows, doors, fascia and render) at a maximum every seven years. This relates to the external elements only of windows/doors and not the internal surfaces of these elements.

2.8 Where it is our responsibility to maintain the communal area of a building, we will decorate the communal area at a maximum every seven years. It is the customer’s responsibility to decorate the internal areas of their home.

2.9 We will complete a programme of compliance and cyclical works, including all statutory servicing requirements, to cover:

Service <i>(list not exhaustive)</i>	Minimum Requirement
Annual gas servicing and safety checks	Annually
Electric testing, including PAT testing in communal areas, or in shared facilities	5-yearly



Smoke and carbon monoxide detector checks	Annually
Automated doors / gates and emergency lighting servicing	Annually
Communal TV aerials	As needed
Fire alarm and systems servicing	Annually
Legionella / water hygiene checks	Risk assessment based
Asbestos surveys	As needed
Play equipment	As needed
Septic tanks and pumping stations servicing	As needed
Lifts	As needed
Stairlifts	As needed

2.10 Please see the separate procedures for details of our approach to the management of the various servicing items.

2.11 It is really important that we are granted access to carry out these services for the safety of our customers and we will always give advance notice to arrange an appointment. If a customer does not allow us into their home to carry out annual safety checks and servicing, they are breaking their tenancy agreement, and we may take legal routes to gain access. Any costs incurred will be recharged.

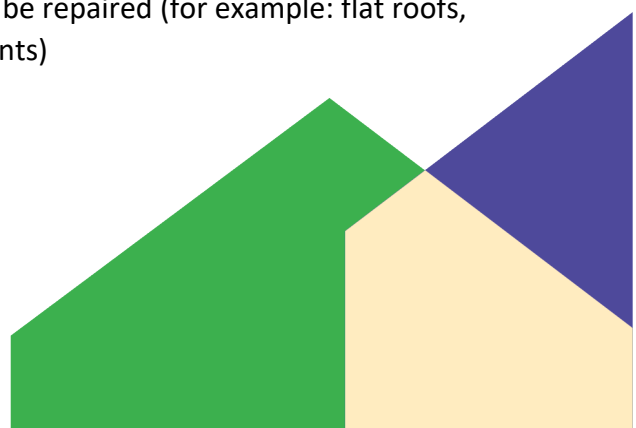
Major works

2.12 Some maintenance works are outside the scope of both responsive and planned repairs, such as some structural works, external works and remedial works following fire risk assessments.

2.13 For these works, we will agree specific completion targets and programmes which will be communicated and agreed with the affected customer/s.

2.14 From time to time, mainly as a result of our responsive repairs activity or property inspections, we will identify major works to individual homes, such as:

- Building components which haven't reached the end of their theoretical life, but have failed on a one-off basis (for example boilers, or kitchens)
- Building components that repeatedly need to be repaired (for example: flat roofs, chimneys, external walls, or kitchen components)



- Damp and mould remedial work

2.15 These will be by exception, and we will be completed in line with our target timescales.

Improvements by customers

- 2.16 We will generally seek, within reason, to support customers who would like to make improvements to their own home. However, it is important that such work is carried out in accordance with appropriate health and safety guidance, planning restrictions and other legislation. In the first instance, customers should put requests in writing where we will grant permission informed by appropriate health and safety guidance and legislation. We will carry out a post-inspection following the completion of works.
- 2.17 Where we become aware of an improvement made without our permission, we will carry out an inspection to assess the safety and legality of the works. We will then either retrospective permission or ask the customer to make the improvement safe and/or in accordance with any planning restrictions or legislation. This will be at cost to the customer.

Disabled adaptations

- 2.18 We want customers to live in their homes comfortably and recognise that there may be some adaptations that are needed to allow them to do so. We will carry out minor adaptations (up to the value of £500) when needed to help improve the safety and experience for our customers. This could include installing grab rails, lever taps and bathroom rails.
- 2.19 If major adaptations are required, such as ramped access, level access showers, stair lifts or adapted kitchens, we will assist the customer as best we can by liaising and co-operating with the local authority and any other relevant parties about an application for disabled funded grants.

3. Review

Quality monitoring, feedback and reporting

- 3.1 We aim to inspect 100% of completed cyclical, planned and major works programmes. This may be a home visit, a phone call or involve studying photos taken.
- 3.2 We will undertake a program of post works completion customer satisfaction surveys, to obtain direct feedback from our customers following the completion of works.

- 3.3 We will regularly seek and review feedback and engage/consult our customers about the services we offer via various other methods and forums - which will also be used to help us to improve our standards, services and general offering.
- 3.4 We will undertake an annual program of customer satisfaction surveys, in line with the Tenant Satisfaction Measures (TSM) and review all relevant customer complaints to identify any potential trends in service failures.
- 3.5 All of the above will help us continue to identify any opportunities to improve the services we provide - In addition, to ensuring we are getting value for money from our property managers and contractors.
- 3.6 We hold regular meetings with our property managers/key contractors to discuss performance in general and against KPI's (key performance indicators), and operational performance summary reports are also produced and issued to senior management and our Board, on an at least quarterly basis.

4. Key Legislation (but not limited to)

- The Housing Act 1985
- The Housing Act 2004
- Defective Premises Act 1972
- Homes (Fitness for Human Habitation) Act 2018
- Data Protection Act 2018
- Equality Act 1010
- Commonhold and Leasehold Reform Act 2002
- Management of Health and Safety at Work Regulations 1999
- Fire Safety Order 2005
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Landlord and Tenant Act 1985
- Building Regulations Act 1984
- Health and Safety at work Act 1974
- Data Protection Act 1018
- Building Safety Act 2022
- The Social Housing (Regulation) Act 2023
- The Control of Legionella Regulations 2000
- Control of Asbestos Regulations 2012

5. Policy review

- 5.1 We will review this policy within 12 months (by the end of October 2025) to reflect any learning during our first year; and then generally every two years to address customer feedback, legislative, regulatory, best practice or operational issues; unless otherwise needed.

Appendix 1 – Repair and Maintenance standards

Repairs and Maintenance standards

As part of our repairs and maintenance service, we will:

- Engage, listen and work with our customers and involved customer groups in a fair, respectful and transparent way to seek feedback, review and continually improve the services we provide
- Ensure we have an up to date and evidenced understanding of the condition of our homes; and use the data and other information to help inform & shape our maintenance services and program of planned improvements
- Make sure that our homes and communal areas, are kept in a condition that, at least, meets statutory minimum requirements in terms of condition, decency and safety
- Provide an accessible 24/7/365 days a year repair and maintenance service, which includes a continuous out of hours service to deal with emergency repairs
- Agree and confirm an appointment with the customer for as soon as possible, and where possible, at a time that suits them
- Aim to complete repairs in one visit
- If it's an emergency, we will visit to make things safe within four hours
- Remove offensive graffiti from estates within 24 hours
- Carry out a gas safety check every year, and an electric test at least every five years
- Give the customer a decision within 20 working days when they ask for permission to improve their home

Appendix 2 – Revision History

Date	Version	Comments / Changes
28/02/2024	1.0	Initial version
October 2024	2.0	Final (CT review)
February 2025	2.1	New Template and review
October 2025		Year one review
September 2027		Review