

Repairs and Maintenance Policy (Housing)

Policy Name:	Repairs and Maintenance Policy (Housing)
Version:	V.1
Approved by:	The Board of Management and Trustees
Approved date:	17th November 2025
Next review date:	17th November 2026
Key Legislation and Regulations:	Awaab's Law (2023-2025) Social Housing (Regulation) Act 2023 Housing Health and Safety Rating System (HHSRS) Landlord and Tenant Act 1985 Shelter Legal Guidance Oakfield aligns with Housing sector leaders adopting proactive maintenance strategies and tenant-focused communication.
Relevant Policies:	Health & Safety Risk Management Allocation & Letting Complaints Policy
EA:	Equality Analysis is currently under review
DPIA:	DPIA is currently under review
Consultation:	Board of Trustees
Applies to:	All Tenants, employees and volunteers

1. Policy Statement

Oakfield (Easton Maudit) Ltd is committed to providing safe, well-maintained, and responsive housing environments for all tenants. We recognise that timely repairs are essential to tenant wellbeing, dignity, and safety. This policy outlines our approach to managing repairs and maintenance across our supported living properties and communal areas, in line with current legislation and sector best practice.

2. Scope

This policy applies to:

- All Oakfield-managed properties and communal areas
- Tenants and leaseholders
- Staff, volunteers, and contractors

It covers:

- Reactive repairs
- Planned maintenance
- Health and safety compliance
- Damp, mould, and hazard prevention

3. Repair Categories & Response Times

Oakfield follows legally binding timescales introduced under Awaab's Law and the Housing Health and Safety Rating System (HHSRS):

Category	Examples	Response Time
Emergency	Gas leak, major water leak, electrical fault, serious damp/mould	We take all emergencies very seriously, and they will be dealt with promptly and in a timely manner. All emergency reports will be prioritised based on the severity of risk. Within 24 hours maximum
Urgent	Heating failure, broken toilet, blocked drains, insecure doors	Within 3 working days
Routine	Minor repairs, internal decoration, dripping taps	Within 10 working days

If a repair cannot be completed within the timeframe, Oakfield will:

- Provide safe temporary accommodation (for emergencies)
- Keep tenants informed of progress and expected completion
- Record reasons for delay and escalate if necessary

4. Reporting Process

Tenants may report repairs:

- Directly to Oakfield staff or the Property Manager
- Via phone, email, or in-person
- Through a trusted advocate or support worker

All repairs are:

- Logged in Oakfield's maintenance system
- Tracked for progress and completion
- Communicated clearly to tenants with updates

5. Accessibility and Support

Oakfield ensures:

- Reasonable adjustments for tenants with communication or access needs
- Staff support in reporting, follow-up, and understanding repair procedures
- Translated materials and visual aids where needed

6. Planned Maintenance and Compliance

Oakfield conducts:

- Annual servicing of gas appliances and heating systems
- Electrical safety checks (PAT and fixed wiring)
- Legionella risk assessments and water system flushing

- Fire safety inspections and equipment servicing
- Asbestos surveys and safe management
- Lift servicing and emergency call system checks

7. Monitoring and Review

- The Property Manager oversees repair performance and contractor compliance and this is reviewed regularly by the Managing Director
- Trustees receive bi-monthly reports on repairs and maintenance
- Tenant feedback is collected to improve service delivery
- This policy is reviewed annually or in response to legislative changes

Signed - Chair of Trustees:	
Print:	Mrs Sara Morrison
Date:	17 th November 2025