



REPAIRS AND MAINTENANCE POLICY

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Policy Owner: [Property Department - Revenue]

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1 SCOPE/PURPOSE

1.1. INTRODUCTION

1.1.1 This policy governs how **Adra Tai (Cyf)** manages its Repairs & Maintenance service. Adra is responsible for maintaining over 7,500 homes to a high standard across North Wales. As a social housing provider, we are committed to ensuring that our Contract Holders live in safe, comfortable, and well-maintained homes. Our responsibilities to our Contract Holders include providing an effective, efficient, and value-for-money repairs and maintenance service.

1.1.2 We strive to deliver high-quality services that meet the needs of our diverse Contract Holder population, ensuring that all repairs are carried out promptly and to a high standard. Our goal is to minimize disruption to our Contract Holders' lives while maintaining their homes in excellent condition.

1.2. PURPOSE

1.2.1 This policy governs how Adra manages its Repairs & Maintenance service.

1.2.2. This Repairs and Maintenance Policy covers our approach in relation to;

- **Responsive Repairs:** Addressing emergency, urgent and routine repair requests for all dwellings, including communal areas and managed properties.
- **Planned Maintenance:** Scheduling and conducting regular maintenance activities to ensure the longevity and safety of all properties.
- **General Inspections:** Performing inspections to assess the condition of properties and identify any necessary repairs or improvements.
- **Health & Safety Checks:** Conducting health and safety inspections to comply with legal requirements and ensure the well-being of residents.

1.2.3. The purpose of this policy is to enable our Contract Holders to live as comfortably and safely as possible in their homes.

2. POLICY DETAIL

2.1. LEGAL REQUIREMENTS

This policy ensures that Adra complies with all relevant legal requirements concerning its repairs and maintenance obligations and services. It outlines our commitment to maintaining safe, habitable, and well-maintained properties in accordance with statutory regulations and industry standards.

2.1.1. **Welsh Housing Quality Standard (WHQS)**

The Welsh Housing Quality Standard (WHQS) sets out the minimum standards that all social housing in Wales must meet. This Policy ensures that the R&M Service delivered meets these standards.

2.1.2. **Fitness for Human Habitation (FFHH)**

Under the Renting Homes (Wales) Act 2016, landlords are required to ensure that their properties are fit for human habitation (FFHH) at the start of and throughout the tenancy. This includes maintaining the structure and exterior of the dwelling, as well as the service installations for water, gas, electricity, sanitation, and heating.

2.1.3. **Housing Health and Safety Rating System (HHSRS)**

The HHSRS is a risk-based evaluation tool used to identify and protect against potential risks and hazards to health and safety in residential properties. Adra must ensure that their properties do not contain any Category 1 hazards, which are the most serious.

2.1.4. **Building Regulations**

Where applicable Adra must comply with building regulations, which set standards for the design and construction of buildings to ensure the safety and health of occupants. This includes regulations related to structural integrity, fire safety, energy efficiency, and accessibility.

2.1.5. **Health and Safety Legislation**

Landlords must adhere to health and safety legislation, including the Health and Safety at Work Act 1974, which requires them to ensure the safety of their Contract Holders and any Staff or contractors working on the property.

2.1.6. **Fire Safety Legislation**

Landlords must comply with fire safety legislation, including the Regulatory Reform (Fire Safety) Order 2005, which requires them to carry out fire risk assessments and implement appropriate fire safety measures.

3. **PROCEDURES**

3.1. **REPORTING A REPAIR**

3.1.1. Repairs can be reported via:

Email: enquiries@adra.co.uk

Phone: 0300 123 8084

Face to face: Visit one of our offices

3.1.2. Contract holders are required to provide as much information as possible, including:

Your name, address, and contact number
Accurate details of the problem, including location and severity
How access can be gained

3.1.3. Access for Repairs / Appointments

- Repair request will be logged and classified according to its priority status, determining the target response time/completion date. Appointments will be arranged with the contract holders.
- Contract holders should notify Adra in advance if they need to cancel or re-schedule an appointment.
- Contract Holder should provide access for inspections, repairs and maintenance works, and ensure that an adult (16 or over) is present during the repair work.
- In the event of failed access we will;
- For a **general repairs**, we will re-visit in an attempt to gain access 3 times. If we do not gain access the work card will be closed. The contract holder will receive correspondence stating that the work card will be closed and that if works are still required will be instructed to contact Adra to raise a new work card .
- For **inspections** we will re-visit in an attempt to gain access 3 times. If we deem the inspection a matter of health and safety we may apply for an injunction through the court to gain access
- Ensure that access to the area in question is clear for the operative. If assistance is required to move any furniture/large items make sure that Adra is informed beforehand.

3.1.4. Customer Satisfaction

- Adra will contact a sample of contract holders for feedback on the service provided. The Contract Holder will be invited to participate in customer satisfaction surveys to provide feedback on the repairs and maintenance service.

3.2. REPAIR PRIORITIES

3.2.1. Repairs are categorised into three priority levels:

- **Emergency Repairs:** Immediate risk of injury or major damage (e.g., gas leak, electricity failure, flooding). Response time: within 24 hours.

- **Urgent Repairs:** Non-life-threatening but urgent issues (e.g., central heating failure in winter).
- **Routine Repairs:** Non-urgent repairs (e.g., minor plumbing issues).

3.2.2 Out of Hours Service

- For emergency repairs outside of normal working hours (08:00 to 17:00, Monday to Friday), contact the call centre on 0300 123 8084. Calls will be re-routed to our out-of-hours service provider.

3.3. REPAIRS AND MAINTENANCE SERVICE STANDARDS

3.3.1 We are committed to providing a customer-friendly repairs and maintenance service. The standards below outline what our contract holders can expect:

- A range of ways to report a repair
- Recorded phone calls for monitoring and training
- Adherence to the Customer Service Standards
- Appointments for repairs
- Repairs carried out by our internal workforce and approved contractors adhering to our code of conduct
- Completion of repairs at the first visit whenever possible
- Regular updates on repair progress
- Customer satisfaction surveys

3.3.2 Workforce and Contractor Code of Conduct

All members of the internal workforce and external Contractors will:

- Contact the contract holder beforehand to arrange an appointment date and time slot
- Be considerate when parking vehicles
- Wear uniforms and show identification
- Confirm the job they have come to do
- Treat all customers with respect and minimize disruption
- Clear all surplus materials upon completion

- Keep contract holders informed about the work

All members of the internal workforce and external Contractors will NOT:

- Smoke
- Use bad language
- Play radios or music without permission
- Use your toilet or wash hand basin without permission
- Use your electricity without permission

3.4. PRE AND POST WORK INSPECTIONS

Accurate inspections of repairs to properties are an essential part of Adra's repairs and maintenance service. Property inspections form an integral part of providing an effective, customer focused repairs service.

Whether inspections need to be carried out, are dependent upon the circumstances of the repair.

3.4.1. Pre-Works Inspections

Upon receipt of a works order or repair request, the customer service team is primarily responsible for determining whether a pre-works inspection is required to organise and complete the work. In the event whereby a reported repair is more complex, the customer service team will escalate the request to the Area Works Manager.

3.4.2. Post-Works Inspections

Post works inspections of completed repairs are an essential part of performance monitoring. Not only do they check that the work is of an acceptable standard and correct specification, Contract Holders can be asked whether they are satisfied with the quality of service that they received.

Site post Inspections will be carried out by Adra and will always cover quality of workmanship, conduct of contractor and tidiness during work as a minimum.

Post Works inspections may also be carried out in the following ways;

- Through a combination site audits by Service Managers, Works Manager, Property Surveyors, Maintenance Officers and telephone inspections by Housing Liaison Officers on orders selected as part of a risk and performance management strategy.

- Through any relevant audit work, including as facilitated by the Health & Safety Manager.

Results of post inspection will be recorded electronically to enable reports to be compiled for monitoring and appropriate action taken.

Post works inspections will be reported on by the Monitoring and Information Officers and decisions arising from reports will be actioned by the Property Services Manager. The types of work that require post inspections are as follows:

- Up to 2% of all completed Day to Day repairs. These shall be for works under the value of £1500.
- All works above £1500.
- Completed work that has resulted in a complaint from a contract holder.
- Aids and Adaptations
- Work that is significantly different from the repair ordered.
- Work which may be a risk to health and safety

When a property or a repair requires a post inspection, this must be clearly indicated by a member of the Property Services Team before any invoices are paid.

Where the works to the property are found to be below the acceptable standard, the contractor will be notified by Adra and instructed to recall and complete the work to the required standard. A joint visit to the property by the Works Manager and the Member of Staff/contractor may be required. A resolution shall be completed within 14 days of the post works inspection unless an emergency or urgent response is required, in which case already established targets shall apply. The Works Manager will oversee the recall and contact the customer on completion to ensure satisfaction.

4 RESPONSIBILITIES AND ARRANGEMENTS

4.1 Staff Roles and Responsibilities

Role	Responsibility
Deputy Director of Property Services	<ul style="list-style-type: none"> • Oversee the strategic direction and ensure compliance with legal and regulatory requirements. • Ensure the implementation of the Board's strategic direction. • Provide leadership and support to the management team. • Ensure compliance with policies and procedures.
Head of Property Services (Revenue)	<ul style="list-style-type: none"> • Ensure this policy is applied effectively. • Ensure staff are trained and updated periodically. • Monitor the performance of the repairs and maintenance service. • Report to the CEO and Board of Directors on service performance.
Senior Operations Manager & Responsive and Maintenance Service Manger	<ul style="list-style-type: none"> • Use this policy fairly and ensure repair priorities are achieved. • Ensure that repair works are carried out, adhering to the highest standards of workmanship and customer service. • Ensure repairs are completed within the agreed timescales. • Maintain accurate records of all repairs and maintenance activities.
HSE Manager	<ul style="list-style-type: none"> • Liaise with the Health & Safety Executive (HSE) and other regulatory bodies on matters in relation to the delivery of Repairs and Maintenance. • Conduct internal audits to assess the effectiveness of the Repairs and Maintenance Service.
Property Surveyors	<ul style="list-style-type: none"> • Conduct inspections as needed to assess the scope of repairs. • Arrange appointments with Contract Holders for inspections and repairs. • Ensure repairs are carried out to the required standards. • Provide technical advice and support to the Assets Team, Workforce and Contractors
Customer Service Team	<ul style="list-style-type: none"> • Log repair requests and classify them according to priority. • Coordinate with the Planners, workforce and external contractors to ensure timely completion of repairs. • Provide regular updates to Contract Holders on the progress of their repair requests. • Handle Contract Holder enquiries and complaints related to repairs and maintenance.
Internal Workforce/Contractors	<ul style="list-style-type: none"> • Adhere to the Contractor Code of Conduct. • Complete repairs within the agreed timescales. • Maintain high standards of workmanship and customer service. • Communicate effectively with Contract Holders and the Customer Service Team.

4.2 Contract Holder Role and Responsibilities

4.2.1 This section outlines the role and responsibilities of our contract holders in respect to repairs and maintenance of their dwellings, that forms part of this policy, as outlined in Adra's Tenancy Contracts.

4.3 Property Maintenance

- Keep the property in good repair and report any required repairs promptly.
- Keep the property and garden reasonably clean and tidy.
- Ensure that any alterations or improvements made to the property comply with Adra's guidelines and obtain necessary permissions.

4.4 Damage and Minor Repairs

- Fix or pay for any damage caused by themselves, guests or animals.
- Carry out minor jobs such as replacing smoke alarm batteries and light bulbs.
- Ensure that any repairs carried out by Contract Holders themselves are done safely and to a good standard.

4.5 Rechargeable Repairs

- Should repair work be required to your home or communal amenities as a result of neglect, accidental, or wilful damage by a contract holder, anyone living with, or visiting contract holder, then the Contract holder will be charged for the cost of the work and an administration fee. This is referred to as 'rechargeable repairs'.

5. ASSOCIATED DOCUMENTS

This policy is to be read in conjunction with:

- Recharge Policy (Rlpol02)
- Adra Building Safety Framework
- Customer Handbook (COMI23)
- Complaints Policy (CCpol01)
- Damp, Mould and Condensation Policy (HSpol45)
- Health and Safety in Homes Technical Handbook (TBC)
- Affordable Tenures Customer Handbook (BDg02)

- WHQS 2023 Compliance Policy (WHQSpol01)

6. RECORD OF REVISIONS TO THIS PROCESS

Issue	Date	Comments	Written By	Approved for content
1	June 2025	New Policy	IR	

7. EQUALITY AND DIVERSITY

- 7.1. Adra is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities and organisations, taking into account the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Adra's Equality, Diversity and Inclusion Policy and has been subject to an Equality Impact Assessment

8. GENERAL DATA PROTECTION REGULATIONS (GDPR)

- 8.1. All personal data collected by the Repairs and Maintenance Service will be handled in accordance with the General Data Protection Regulation (GDPR) 2018.

9. COMPLAINTS

- 9.1. Adra recognises your right to bring forward a complaint in relation to the exercise of this policy. Any such complaint will be dealt with under the CCpol01 – Complaints and Concerns Policy.
- 9.2. Adra will ensure that any decisions relevant to this policy are reasonable and comply with relevant policy and legislation

10. REVIEW OF DECISION

- 10.1. Adra recognises the right to request a review of any decision relating to this policy. Any such review will be dealt with following our CCp04 - Review of Decision process.



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- 10.2. Adra will ensure that any decisions relevant to this policy are reasonable and comply with relevant policy and legislation.