

Quartz Housing: Repairs and Maintenance Policy.

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Policy Owner:	Board	Date Reviewed:	April 2025
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1 | Introduction

- 1.1. Quartz Housing (“Quartz”) is committed to ensuring that its homes are well-maintained, and repairs are carried out in a timely and cost-effective manner to maximise the long-term life of the properties.
- 1.2. The purpose of this policy is to set out our approach to responsive repairs, cyclical, and planned maintenance.
- 1.3. The main aims of this policy are to:
 - Provide clearly, the principles of our repairs and maintenance to our residents; enabling us to provide a seamless, high quality and customer focused repairs service for all residents; and to
 - Ensure the repairs and maintenance service meets all legal and regulatory requirements.

2 | Scope

We offer homes for rent and for shared ownership.

- 2.1. This policy applies to all properties where we have the obligation to provide a repairs and maintenance service as the:
 - Landlord of tenanted properties;
 - Landlord of shared ownership properties; or
 - As the lessor or sub-lessor (as applicable) in respect of the exterior structure and communal areas and other mechanical and electrical equipment shared within a building.
- 2.2. Shared ownership properties will have a 10-year, repair free period where we are the shared ownership landlord will be responsible for external, structural and some internal repairs. This applies to new build homes for the first 10 years of the property’s life or until the shared owner reaches 100% ownership (whichever is sooner).
- 2.3. Responsibility for repairs will be clearly outlined in the shared ownership lease or tenancy agreement.

- 2.4. 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.

3 | **Tenant Responsibilities**

- 3.1. We expect our tenants and shared-ownership residents to carry out all repairs and maintenance works to their property as per the repairing obligations to the demise in accordance with their tenancy agreement or lease.
- 3.2. For any repairs and maintenance works which take place within any communal areas of the building, all residents will be charged a proportionate amount for these works as per the terms of the lease. The sum of these works will be included in the service charge for the building.

4 | **Approach to Repairs and Maintenance**

- 4.1. As the lessee of its properties and the landlord for its tenants, we are responsible for carrying out responsive repairs only. Quartz maintains responsibility for cyclical works and planned maintenance under the terms of the lease agreement entered into by us.
- 4.2. Responsive repairs
- 4.2.1. Responsive Repairs are repairs which are carried out on a reactive basis as the need arises e.g., a loss of heating or power. 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 resident or third party's health and safety or to the building's structural integrity. We 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. We aim for urgent repairs to be completed within 7 calendar days.
 - **Routine Repairs:** These are repairs works that are not hazardous and do not cause any serious inconvenience to the resident. We aim for routine repairs to be completed within 25 working days after being reported.
- 4.3. 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.

- 4.4. With all repairs, residents will be notified of when the repair works will take place and how long the repair should take to resolve. Residents will be notified upon completion of the repair works.
- 4.5. We recognise that it will be more difficult for residents 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 and Diversity Policy.

5 | Approach to Cyclical and Planned Maintenance

- 5.1. 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.
- 5.2. Planned maintenance works are planned in advance and will be carried out to maintain the standard of our properties in line with our Asset Management Strategy Statement.
- 5.3. We will use data obtained from stock condition surveys to schedule planned maintenance. An annual programme of planned maintenance works will be notified to resident whose properties are impacted by planned work.
- 5.4. Leaseholders will be given notice about and be consulted on any relevant planned works, in accordance with the Landlord and Tenant Act 1985, which contains the primary legislation about consultation in section 20 of the Act.

6 | Policy Commitment

6.1. Repairs Responsibilities

- 6.1.1. Our tenancy and shared ownership agreements and leases set out the repairs and maintenance obligations for both us and our resident. When a resident signs the agreement and accepts the keys for the property it demonstrates that the obligations has been understood and accepted by both the resident and us.
- 6.1.2. In line with our obligations. We will:
- Carry out all repairs and maintenance work to their property as per the demise set out in the tenancy or shared ownership agreement or lease.
- 6.1.3. We expect residents to:
- report repair problems to us as soon as possible.

6.2. Appeals and complaints.

- 6.2.1. Any resident who feels that they have not been treated in accordance with this policy can refer to and use the complaints procedure.

7 | **Policy Management**

- 7.1. The board has overall responsibility for this policy. This policy will be reviewed every year – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.
- 7.2. We will inspect completed maintenance works to ensure that they consistently meet required standards. Residents will be given 24-hours' notice prior to these inspections taking place.
- 7.3. 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.
 - Average number of days to complete a repair.
 - Repairs completed within target timescale.
 - Number of repairs completed.
 - Average cost per repair
- 7.4. These metrics will be reported to the board on a quarterly basis.
- 7.5. Through our annual tenant perception surveys, we will also measure the following:
- Satisfaction with repairs
 - Satisfaction with time taken to complete most recent repair.

8 | **Background Documents**

- 8.1. This policy should be read in conjunction with the legal and regulatory documents listed below:

- The Regulator of Social Housing's Home Standard

and the following strategies and policies:

- Asset Management Strategy Statement
- Complaints Policy
- Equality and Diversity Policy