

Part I

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All Wards

WELWYN HATFIELD BOROUGH COUNCIL
CABINET HOUSING PANEL – 19 MARCH 2025
REPORT OF THE EXECUTIVE DIRECTOR (RESIDENT SERVICES AND CLIMATE
CHANGE)

REPAIRS AND MAINTENANCE POLICY

1 Executive Summary

- 1.1 This report recommends the approval of the revised Repairs and Maintenance Policy, formally known as the Responsive Repairs Policy, as set out in Appendix A.
- 1.2 The aim of the policy is to set out the council's approach to repairs and maintenance for its housing stock and provide clear expectations to residents.
- 1.3 The policy sets out the position of all standard repairs and maintenance including planned improvement and cyclical maintenance. The areas that are not covered in this policy are damp and mould, aids and adaptations and all compliance areas as these are all covered under their own policies.
- 1.4 The Tenants Panel are to be consulted on this Policy.
- 1.5 The review of this policy includes major amendments as set out in the report.

2 Recommendation

- 2.1 For Cabinet Housing Panel to recommend the Repairs and Maintenance Policy (Appendix A) to Cabinet for approval.

3. Explanation

- 3.1 The Responsive Repairs Policy review found that the policy only covered basic areas of repairs, mostly relating to rechargeable repairs.
- 3.2 The changes made to the policy aim to give residents fuller information in relation to standard repairs and maintenance which includes:
 - The responsibilities of the council, tenants and leaseholders
 - Right to buy properties
 - How to report repairs, repair categories and timescales
 - Appointment times offered and out of hours repairs
 - Void works, cyclical maintenance and planned improvement works
 - Allowing access for inspections and works
 - Decanting tenants and properties beyond economic repair
 - The service standards for repairs and maintenance

- 3.3 The review of the policy has also updated the information in relation to rechargeable repairs including a price list for both repairs and void works.
- 3.4 Legal and regulatory information has also been added to the policy
- 4. Legal Implications**
- 4.1 As a social housing landlord, we have duties under Social Housing (Regulation) Act 2023, Homes (Fitness for Human Habitation) Act 2018, Landlord and Tenant Act 1985, Decent Homes Standard, commonhold and Leasehold Reform Act 2002, Defective Premises Act 1972 and the Right to Repair Regulations.
- 4.2 The Regulatory Standards set out by the Regulator of Social Housing also sets out requirements for a repairs and maintenance service. In particular the Safety and Quality Standard requires that landlords:
- provide an effective, efficient and timely repairs, maintenance and planned improvements service
 - enable repairs and maintenance issues to be reported easily
 - must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.
 - must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.
- 5. Financial Implications**
- 5.1 There are no known new financial implications as a result of this report at this time.
- 6. Risk Management Implications**
- 6.1 It is important to make sure that the process and policies are in place to ensure compliance with the legislation and regulations set out in section 4. Failure to do so could result in harm to tenants, legal action and reputational damage to the council.
- 7. Security and Terrorism Implications**
- 7.1 There are no security and terrorism implications arising from this report.
- 8. Procurement Implications**
- 8.1 There are no new procurement implications arising from this report at this time.
- 9. Climate Change Implications**
- 9.1 There are no new climate change implications arising from this report.
- 10. Human Resources Implication(s)**
- 10.1 There are no human resource implications arising from this report.
- 11. Health and Wellbeing Implications**
- 11.1 Effective management of repairs and maintenance in our housing stock contributes positively towards the safety, health and wellbeing of our residents.

12. Communication and Engagement Implications

12.1 There are no direct implications from this report at this time.

13. Link to Corporate Priorities

13.1 The subject of this report is linked to the Council's Corporate Priorities: Homes to be proud of, Run an effective council and Together, create opportunities for our communities.

14. Equality and Diversity

14.1 An Equality Impact Assessment (EIA) has been carried out in connection with the proposals that are set out in this report (Appendix B).

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Appendices:

Appendix A – Repairs and Maintenance Policy
Appendix B - EqIA