



Registered Charity 1132671 | Registered Company 07000798

REPAIRS AND MAINTENANCE POLICY

This policy applies to all SDHC almshouse properties and supersedes all previous versions.

Source(s) of advice:	Previous MP (AA have only a Mtce plan not pol)
Date approved by Board:	22/04/26
Frequency of review:	Every three years
Responsible for review:	Property and Compliance Manager / Surveyor Draper
Date of next review:	22/04/27

1. Introduction

Shrewsbury Drapers Holy Cross Ltd (SDHC) is a charity and small private registered provider (PRP) of social housing regulated by the Regulator of Social Housing (RSH). SDHC is responsible for 51 almshouses across five sites in Shrewsbury and Newport. This Repairs and Maintenance Policy sets out how SDHC will fulfil its statutory and regulatory obligations to maintain its properties in a safe, decent and habitable condition, and deliver a high-quality repairs service to its residents.

SDHC recognises that safe, well-maintained homes are fundamental to the wellbeing of its residents, many of whom are elderly and may be particularly vulnerable to hazards arising from disrepair. A robust maintenance function is therefore both a core charitable objective and a regulatory requirement.

This policy replaces the Almshouse Maintenance Policy (Version 1, March 2024) and has been revised to ensure full compliance with:

- The RSH Safety and Quality Standard (2024)
- The RSH Transparency, Influence and Accountability Standard (2024)
- The Social Housing (Regulation) Act 2023
- The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 ('Awaab's Law') – adopted by SDHC as a best practice framework (does not legally apply to almshouses)
- The Housing Health and Safety Rating System (HHSRS) 2006
- The Decent Homes Standard
- The Housing Act 2004 and all other applicable legislation

This policy should be read alongside the SDHC Maintenance Schedule, Health and Safety Policy, Complaints Policy, and Contractor Management Procedure.

2. Vision and Objectives

2.1 Our Vision

SDHC's vision is to provide accommodation that is fit for purpose, safe, efficient and sustainable – actively supporting independent living for those most in need within our community. Our property must be:

- Fit for purpose – actively contributing to effective service delivery in terms of location, condition, suitability for independent living, accessibility and design;
- Efficient – managed and maintained in a way that delivers value for money and minimises running costs;
- Safe – free from hazards that present a significant risk of harm to residents and visitors;
- Sustainable – both environmentally and financially, supporting the long-term work of the Charity.

2.2 Policy Objectives

The objectives of this policy are to ensure that SDHC:

- Delivers a responsive, timely and high-quality repairs service to all residents;
- Meets all statutory health and safety requirements and the Decent Homes Standard;
- Complies fully with the RSH Consumer Standards 2024 and all associated regulatory obligations;
- Implements and maintains target timeframes for repairs that are measurable and reported as Landlord Tenant Satisfaction Measures (TSMs);

- Endeavours to adhere to the spirit and framework of Awaab's Law when addressing emergency hazards and damp and mould, noting that whilst the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 do not apply to almshouses, SDHC commits to following this best practice framework as a matter of good governance and resident welfare;
- Maintains accurate, up-to-date records of all properties, repairs, inspections and health and safety checks at an individual property level;
- Listens to residents, involves them in service development and responds to their feedback;
- Achieves value for money in all maintenance expenditure;
- Safeguards the historic fabric and long-term condition of the almshouse estate.

3. Legislative and Regulatory Framework

SDHC's approach to repairs and maintenance is governed by, and must comply with, the following legislation and regulatory standards:

Legislation / Standard	Key Relevance
RSH Safety and Quality Standard (2024)	Requires safe and decent homes; quality repairs, maintenance and planned improvements; accurate stock condition data at individual property level.
RSH Transparency, Influence and Accountability Standard (2024)	Requires publication of TSMs; fair and respectful treatment of tenants; effective complaints handling.
Social Housing (Regulation) Act 2023	Grants RSH expanded powers; introduced Awaab's Law (which does not apply to almshouses but whose principles SDHC adopts as best practice); removes 'serious detriment' test for consumer regulation.
Hazards in Social Housing Regulations 2025 ('Awaab's Law') – Note: does not apply to almshouses	Whilst this legislation does not apply to almshouses (confirmed by the Almshouse Association), SDHC has adopted the timeframes and principles of this framework as best practice, given the vulnerability of its residents.
Housing Health and Safety Rating System (HHSRS) 2006	Framework for assessing 29 housing hazards. Category 1 hazards present the most serious risk. SDHC applies the HHSRS framework to all property inspections and hazard assessments.
Homes (Fitness for Human Habitation) Act 2018	Properties must be fit for human habitation at the start of and throughout the license.
Housing Act 2004	Enables local authorities to enforce HHSRS hazard remediation.
Defective Premises Act 1972	Duty of care to prevent injury from defective premises.
Decent Homes Standard (2006)	Properties must be in a reasonable state of repair with modern facilities; free from Category 1 HHSRS hazards.
Gas Safety (Installation and Use) Regulations 1998	Annual gas safety checks by Gas Safe registered engineer; Landlord Gas Safety Record maintained.
Electrical Safety Standards (Housing) Regulations 2020	Electrical Installation Condition Report (EICR) at least every 5 years.
Building Safety Act 2022	Enhanced duties for higher-risk buildings; Fire Risk Assessment requirements.
Equality Act 2010	Services must take account of residents' protected characteristics, including disability.
General Data Protection Regulation (UK GDPR) 2018	All personal data relating to repairs and residents must be held and processed lawfully.

4. Definitions

For the purposes of this policy the following definitions apply:

Emergency Repair: A repair that poses an imminent and significant risk to the health, safety or security of residents and must be attended to **within 24 hours**. This includes any emergency hazard as defined by the HHSRS (e.g. gas leaks, complete loss of electrical supply, total loss of heating in cold weather, structural collapse risk, major water ingress, insecure property).

Urgent Repair: A repair that significantly affects the habitability, safety or comfort of a resident but does not constitute an immediate risk to life. These must be completed **within 5 working days**.

Routine Repair: A repair that is necessary but does not pose an immediate risk to health or safety or significantly affect habitability. These must be completed **within 28 calendar days**.

Significant Hazard (Best Practice Framework): A hazard (initially damp and mould; with regard to further HHSRS hazards as SDHC extends its best practice framework) that presents a significant risk of harm to the health or safety of a resident. In line with its adopted best practice framework, SDHC will aim to investigate within 10 working days; complete safety works within 5 working days of the investigation; and complete supplementary works within 12 weeks.

Planned Maintenance: Cyclical, programmed work to maintain the condition of properties and components, including routine servicing, decoration, component replacement and statutory compliance inspections.

Reactive Maintenance: Unplanned repairs arising from reported defects, resident reports or inspections.

Decent Homes Standard: A government standard requiring social housing to be free from Category 1 HHSRS hazards, in a reasonable state of repair, with reasonably modern facilities and services, and with effective insulation and heating.

Tenant Satisfaction Measures (TSMs): The 22 standardised measures set by RSH, collected through tenant surveys and management information, which all registered providers must collect and publish annually. Two TSMs specifically measure the percentage of emergency and non-emergency repairs completed within target timescales.

5. Repairs Categorisation and Target Timeframes

SDHC sets the following target timeframes for the completion of responsive repairs. These timeframes form the basis of the Landlord TSMs (management information measures RP01 and RP02) that SDHC must collect, publish and report annually in line with the RSH Transparency, Influence and Accountability Standard.

Category	Examples	Target Attendance	Target Completion
EMERGENCY	Total loss of gas supply or suspected gas leak; total loss of electrical power; unsafe electrical socket/fitting; total loss of water supply; loss of heating/hot water (Oct–April); blocked/leaking sole WC or soil stack; insecure external door, window or lock; structural collapse risk; severe roof leak; fire damage; flooding.	Within 24 hours (make safe)	24 hours (or offer temporary alternative accommodation)
URGENT	Partial loss of power; partial loss of heating/hot water; leaking pipe, tank or cistern (controllable); toilet not flushing (where alternative exists); loose/detached handrail or banister; rotten timber flooring or stair tread; blocked sink, bath or basin; tap unable to be turned.	Within 2 working days	Within 5 working days
ROUTINE	General repairs to fabric, fixtures and fittings not falling within the above categories; minor plastering; door/window adjustments; repairs to communal areas; minor external repairs.	Within 5 working days (appointment)	Within 28 calendar days
DAMP & MOULD (Best Practice)	Any report of damp and/or mould within a property or communal area. Applies regardless of perceived cause. SDHC will not attribute damp and mould to resident lifestyle without full investigation.	Investigation within 10 working days; written summary to resident within 3 working days of investigation	Safety works within 5 working days of investigation; supplementary works within 12 weeks

Where repairs cannot be completed within target timescales due to reasons genuinely beyond SDHC’s control (including specialist materials, specialist contractors, or persistent access difficulties), SDHC will keep the resident fully informed, maintain clear documentary records, and take all reasonable steps to minimise delay.

Extra consideration will be given to residents who are elderly, disabled, or otherwise vulnerable when prioritising and scheduling repairs. The vulnerability of SDHC’s resident profile (predominantly elderly residents) will be factored into all repair assessments.

6. Damp, Mould and Emergency Hazards: Best Practice Framework

Whilst the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (‘Awaab’s Law’) do not apply to almshouses – as confirmed by the Almshouse Association – SDHC has chosen to adopt the principles and timeframes of this framework as a matter of best practice and good governance. Given the vulnerability of SDHC’s residents, the Board considers it entirely appropriate to hold itself to the same standards expected of mainstream social landlords in this area.

6.1 Phase 1: Emergency Hazards and Damp and Mould (from October 2025)

From 27th October 2025, SDHC must comply with the following mandatory statutory timeframes:

Requirement	Statutory Timeframe
Investigate emergency hazard	As soon as reasonably practicable and within 24 hours of becoming aware
Make safe / complete emergency safety works	Within 24 hours. If not possible, offer suitable alternative accommodation at SDHC’s expense.

Investigate significant damp and mould hazard	Within 10 working days of becoming aware
Provide written summary to resident	Within 3 working days of completing the investigation
Complete safety works for significant damp/mould	Within 5 working days of completing the investigation
Supplementary works to prevent recurrence	Within 12 weeks
Overall repair works	Within a reasonable time period

SDHC will not assume that damp and mould is caused by a resident's lifestyle. The cause will always be investigated objectively. SDHC will maintain comprehensive records of all reports, investigations, actions taken, written summaries and communications, including dates and times at every stage.

6.2 Phase 2 and 3: Further HHSRS Hazards (2026 and 2027)

Whilst Awaab's Law does not apply to almshouses, SDHC will keep under review the hazard categories being phased in under the Regulations for mainstream social landlords, and will extend its own best practice framework accordingly. The following HHSRS hazard categories are coming into scope for mainstream providers from 2026: excess cold and heat; falls (associated with baths, stairs, steps and ramps); structural collapse and explosions; fire and electrical hazards; and domestic and personal hygiene and food safety hazards.

From 2027, all remaining HHSRS hazards (excluding overcrowding) will come into scope for mainstream social landlords. SDHC will review its best practice framework ahead of each phase to ensure its approach to hazard management remains aligned with evolving sector standards.

SDHC is already preparing for these developments by ensuring all properties are assessed against the full HHSRS framework during inspections, and that the Draper Surveyor and Property and Compliance Manager (PCM) are familiar with all 29 HHSRS hazard categories. SDHC will update its internal procedures ahead of each phase to ensure its best practice framework remains current.

6.3 Housing Health and Safety Rating System (HHSRS)

The HHSRS provides the technical framework for assessing housing hazards. SDHC will have regard to HHSRS guidance in all inspections and assessments. The 29 hazard categories are grouped under four broad physiological, psychological, protection against infection, and protection against accidents headings. Category 1 hazards (those posing the most serious risk) must be remediated as a matter of urgency and will always be treated as emergency or urgent repairs.

SDHC will ensure that all those responsible for carrying out inspections have an adequate understanding of the HHSRS. Where specialist assessment is required, SDHC will engage appropriately qualified surveyors.

7. Tenant Satisfaction Measures (TSMs)

As a registered provider, SDHC must collect and publish Tenant Satisfaction Measures (TSMs) in accordance with the RSH Transparency, Influence and Accountability Standard. TSMs are a set of 22 standardised measures covering repairs, building safety, complaint handling, resident engagement and neighbourhood management.

7.1 Repairs-Related TSMs

The two management information TSMs directly relevant to this policy are:

TSM Ref	Measure	How SDHC Will Measure and Report
RP01	Percentage of emergency responsive repairs completed within target timescale	SDHC will record the date and time of all emergency repair reports and completions on the repairs log. The percentage completed within 24 hours will be calculated and published annually.
RP02	Percentage of non-emergency responsive repairs completed within target timescale	SDHC will record all non-emergency repair reports and completions. The percentage completed within 28 calendar days (routine) or 5 working days (urgent) will be calculated and published annually. The sector median for non-emergency repairs (2024/25) was 79%; SDHC will aim to exceed this.

SDHC will also collect and publish the following relevant building safety management information TSMs:

- BS01 – Gas safety checks (percentage of homes with a valid Landlord Gas Safety Record)
- BS02 – Fire risk assessments completed
- BS03 – Asbestos management surveys and re-inspections
- BS04 – Water safety risk assessments (Legionella)
- BS05 – Lift safety checks

SDHC will also survey residents on their satisfaction with the repairs service (TSM TP02 – satisfaction with the overall repairs service; TP03 – satisfaction that the home is well-maintained). Given SDHC’s small portfolio of 51 homes, a census approach to surveying will be used where practicable, with surveys conducted at least once every two years in accordance with the requirements for smaller providers.

TSM results will be published on SDHC’s website and reported to the Board annually. SDHC will use TSM data to drive continuous improvement in its repairs service.

8. Types of Maintenance

8.1 Responsive (Reactive) Repairs

Responsive repairs are unplanned repairs reported by residents, identified during inspections, or arising from re-lets. All responsive repairs will be categorised on receipt (Emergency, Urgent or Routine) and actioned in accordance with the target timeframes in Section 5. Residents may report repairs by any of the following means:

- In person at the Drapers Place Office, Horsefair, Shrewsbury, SY2 6BP (subject to staff availability on site)
- By telephone: 01743 353503 (during office hours)
- In writing to: Drapers Place Office, Horsefair, Shrewsbury, SY2 6BP
- Via the ‘Contact Us’ section of the SDHC website
- Out of hours emergencies – by telephone to Shuker Building and Development Ltd. (SBD), SDHC’s appointed out of hours contractor: 01743 874543. SBD will triage all OOH contacts, attempt telephone resolution where possible, and attend the property where necessary to make safe. A written report will be provided to SDHC following every OOH contact.

A 24-hour, 7-day-a-week emergency reporting facility is maintained for genuine emergencies via SBD (01743 874543). SBD will assess all OOH contacts and, where a reported issue is not a genuine emergency, will advise the resident to contact SDHC during office hours.

SDHC will offer residents a choice of appointment times and will aim to complete repairs in a single visit. The PCM will keep residents informed of progress throughout.

8.2 Planned and Programmed Maintenance

Planned maintenance is cyclical, programmed work to maintain the general condition of properties, components and communal areas. This includes, but is not limited to:

- External and internal decoration programmes
- Planned replacement of key building components (kitchens, bathrooms, windows, roofs, boilers, lifts)
- Annual and periodic statutory compliance servicing (see Section 11)
- Grounds maintenance and external works

Planned maintenance will be managed through a SDHC Maintenance Plan and Schedule, which will be reviewed and approved by the Almshouses Management Committee (AMC) annually and underpinned by the Quinquennial Inspection programme.

8.3 Void Works

When an almshouse becomes vacant, the PCM will carry out a condition inspection to identify any repairs, cleaning, redecoration and servicing required before re-let. Void properties will be returned to a lettable standard as quickly as possible, with all Category 1 HHSRS hazards remediated prior to occupation.

8.4 Aids and Adaptations

SDHC is committed to facilitating independent living and will consider reasonable requests for aids and adaptations. Minor adaptations (grab rails, lever taps, door alterations, handrails) will be completed **within 20 working days of approval**. Major adaptations requiring Local Authority Disabled Facilities Grant (DFG) approval are subject to LA timescales, but SDHC will work proactively with residents and the Local Authority to minimise delays.

9. Inspection Framework

Regular, proactive inspection of properties is a fundamental requirement of the RSH Safety and Quality Standard. SDHC will maintain detailed, property-level records of all inspections and their outcomes on its secure document management system.

9.1 Quinquennial Inspections

A thorough inspection of each almshouse site is carried out every five years by a suitably qualified surveyor appointed by or acting as the Draper Surveyor. The Quinquennial Inspection (QI) provides a comprehensive assessment of the fabric and condition of each site and informs the Maintenance Plan. The QI report, with recommendations, is presented to the AMC and thence to the Board. QI schedule:

- Drapers Place – November 2026
- Fairford Place, Holy Cross and St Giles – September 2024 (next due 2029)

9.2 Annual Surveyor Inspections

The Draper Surveyor, working with the PCM, will inspect the following elements at each site at least annually:

- Roofs, gutters and downpipes
- Masonry and pointing
- Joinery, windows, glazing and external decoration

- Interiors, decoration, damp and ventilation
- Gardens, boundary walls and fences
- Paving, access routes and unadopted roads
- External lighting
- Drainage
- Water supply and stop cocks
- Security

Findings will be recorded on the secure document management system and new issues identified for the current or subsequent year's Maintenance Plan.

9.3 Stock Condition Data

In compliance with the RSH Safety and Quality Standard, SDHC is actively developing a comprehensive stock condition and Decent Homes compliance record at the individual property level. Work is currently underway to establish this record, which will be maintained on the secure document management system going forward. Once established, this data will be used to:

- Ensure compliance with the Decent Homes Standard and HHSRS requirements;
- Plan and prioritise investment and repair requirements;
- Inform the Maintenance Plan and capital expenditure programme;
- Provide assurance to the Board that SDHC is meeting its regulatory obligations.

The Draper Surveyor is responsible for ensuring that stock condition data is developed, maintained and kept current following each inspection cycle, with records held on the secure document management system.

10. Statutory Compliance and Safety Inspections

SDHC has a duty to ensure all statutory safety inspections and servicing are carried out at the required frequencies. The following schedule reflects SDHC's current statutory compliance programme. All inspection records and certifications will be maintained on the secure document management system and reported as TSM building safety measures.

Inspection Type	Frequency	Legislation / Standard	Current Schedule
Gas Safety Inspection and Service	Annual	Gas Safety Regs 1998	HC – November; SG – December
Electrical Installation Condition Report (EICR)	5-yearly	Electrical Safety Standards Regs 2020	DP – Nov 2026; FP – Sept 2024 (next 2029)
Portable Appliance Testing (PAT) – Office and Communal Facilities	Annual	H&S at Work Act 1974	DP and FP – March
Fire Alarm System Service	6-monthly	Fire Safety Order 2005	April and October
Emergency Lighting Test	6-monthly	BS 5266	April and October
Fire Extinguishers	Annual	Fire Safety Order 2005	December
Legionella / Water Risk Assessment	Annual	L8 ACOP	FP – March; DP – October; HC – May
Passenger Lift Inspection and Maintenance (DP)	Quarterly	LOLER 1998	Jan / Apr / Jul / Oct
Stairlift Inspection	6-monthly	LOLER 1998	DP – May; FP – November

Quinquennial Property Inspection	5-yearly	RSH Standards; Best Practice	See Section 9.1
Fire Risk Assessment (FRA)	Annual review / 5-yearly full	Fire Safety Order 2005	Reviewed annually by PCM; full FRA by qualified assessor every 5 years
Asbestos Management Survey	As required; 3-yearly review	Control of Asbestos Regs 2012	Register maintained; reviewed triannually or on disturbance

Where any statutory inspection reveals a Category 1 HHSRS hazard or a risk to resident safety, this will be treated as an emergency repair and actioned within 24 hours in accordance with Section 5 of this policy.

11. Responsibilities

11.1 The Board

The SDHC Board retains overall responsibility for ensuring that SDHC meets its regulatory obligations as a registered provider. The Board will:

- Approve this policy and any material revisions;
- Receive an annual report on TSM performance, statutory compliance and maintenance expenditure;
- Approve the annual Maintenance Budget on the recommendation of the AMC;
- Be notified of any material failures in health and safety compliance or regulatory obligation.

11.2 Almshouses Management Committee (AMC)

The AMC is responsible for the day-to-day governance of the almshouses. It will:

- Recommend the Maintenance Policy and Plan to the Board;
- Oversee compliance with statutory requirements and regulatory standards;
- Monitor TSM performance data and direct action where performance falls below target;
- Approve the annual Maintenance Plan and Budget;
- Manage the maintenance budget and set in-year priorities;
- Identify to the Board any risks it cannot resolve within a reasonable timeframe.

11.3 Draper Surveyor

The Draper Surveyor will:

- Advise the AMC on all maintenance and repair matters;
- Ensure the Maintenance Plan reflects the findings of all inspections;
- Lead the development and ongoing maintenance of stock condition and Decent Homes compliance data at the individual property level;
- Supervise and monitor all repair and maintenance works carried out by contractors;
- Ensure all works comply with relevant legislation, building regulations and codes of practice;
- Ensure that the HHSRS is applied appropriately in inspections and hazard assessments;
- Ensure the TSMs relating to repairs and building safety are measured and reported accurately;
- Make a report to each AMC meeting on maintenance progress and compliance;
- Authorise contractor payments within agreed levels of authority.

11.4 Property and Compliance Manager (PCM)

The PCM will:

- Receive, log, categorise and prioritise all repair requests on the repairs log;
- Ensure all emergency repairs are actioned within 24 hours and all urgent repairs within 5 working days;
- Keep residents informed throughout the repair process;
- Maintain records of all repair completions, including dates of report and completion;
- Arrange contractor attendance for responsive repairs within approved authority limits;
- Carry out weekly condition inspections at FP and DP and report findings to the Draper Surveyor;
- Maintain statutory compliance records on the secure document management system;
- Brief contractors on SDHC requirements, including safeguarding obligations;
- Compile TSM data returns for review by the Draper Surveyor and the AMC.

11.5 Residents

Residents have a responsibility to:

- Report repairs and defects promptly to the PCM;
- Allow reasonable access for repairs, inspections and servicing (with appropriate notice);
- Not damage SDHC property or make alterations without prior written consent;
- Maintain their own appliances and those items listed as their responsibility under their licence agreement;
- Treat SDHC staff and contractors with respect.

Residents are entitled to receive a high-quality, timely repairs service and to be kept informed throughout. SDHC will work collaboratively with residents to resolve issues quickly and effectively.

12. Contractors and Procurement

SDHC is committed to using safe, reputable, competent and proficient contractors who provide good value for money. As a secondary priority, the Board favours local contractors who understand SDHC's specific requirements and can offer prompt, reliable service.

All contractors engaged by SDHC must:

- Hold current and adequate public liability and employers' liability insurance;
- Operate robust health and safety policies and safe systems of work;
- Where applicable, hold relevant trade or professional accreditations (e.g. Gas Safe registration, NICEIC or NAPIT for electrical work, RICS membership for surveying);
- Demonstrate suitability for working with vulnerable adults;
- Operate, or agree to adopt, SDHC's Equality and Diversity Policy;
- Comply with SDHC's safeguarding requirements and report any concerns immediately to the PCM.

Contractor performance will be reviewed annually by the Draper Surveyor and/or PCM to ensure continuing compliance with SDHC requirements. Any contractor failing to meet required standards will be removed from the preferred list. Work above the Single Tender Action (STA) limit set by the Board must be subject to competitive tender, with a minimum of three quotations obtained.

Contractors will be fully briefed by the PCM on emergency procedures and resident safeguarding requirements before commencing work on SDHC property.

13. Resident Involvement and Communication

The RSH Safety and Quality Standard requires registered providers to maintain effective communication with residents during repairs and maintenance processes. SDHC will:

- Keep residents updated throughout the repair process, from initial report to completion;
- Advise residents promptly if a scheduled appointment cannot be kept, and arrange an alternative as soon as possible;
- Seek resident feedback on completed repairs as part of the TSM survey process;
- Publish TSM results annually on the SDHC website and make them available to residents on request;
- Use resident feedback to drive continuous improvement in service delivery;
- Involve residents in the development and review of this policy.

SDHC recognises the importance of the relationship between residents and their landlord. We will treat all residents with fairness, dignity and respect, and will be open and transparent about our performance.

14. Damp, Mould and Condensation

Damp and mould represent one of the most significant health hazards to residents and are a primary focus of SDHC's best practice framework. SDHC will treat all reports of damp or mould seriously and respond in accordance with the target timeframes set out in Section 5 and Section 6 of this policy.

Key principles of SDHC's approach:

- SDHC will never attribute damp or mould to a resident's lifestyle without a full, documented investigation. The starting presumption is that damp and mould is a structural or maintenance issue for which SDHC is responsible.
- All reports of damp and mould will be investigated within 10 working days by a competent person with an understanding of the HHSRS.
- Where a significant damp and mould hazard is identified, safety works will be completed within 5 working days of the investigation. Supplementary works to prevent recurrence will be completed within 12 weeks.
- A written summary of findings will be provided to the resident within 3 working days of the investigation.
- SDHC will maintain a log of all damp and mould reports, investigations and remedial actions.
- Where proactive inspections identify damp or mould, SDHC will investigate and act without waiting for a resident to report the issue.

SDHC will proactively identify and address the structural causes of damp and mould through its planned maintenance programme and Quinquennial Inspections of each site. Where temporary measures are needed while remedial works are arranged, SDHC will implement these promptly and explain the situation clearly to residents.

15. Access to Properties

Residents must allow SDHC and its contractors reasonable access to carry out repairs, inspections and statutory compliance works. SDHC will give residents a minimum of 24 hours' written notice of access requirements, except in genuine emergencies where notice may be given by telephone.

Where a resident does not provide access:

- For routine or urgent repairs, SDHC will make two further attempts to arrange access before temporarily closing the repair request. If non-repair poses a safety risk, further steps will be taken.

- For emergency repairs or significant hazards, SDHC will continue to make contact and, if necessary, take appropriate steps to gain access to protect resident safety.
- SDHC will maintain full records of all access attempts.

Residents who fail to allow access for pre-arranged appointments causing significant cost and inconvenience to SDHC may, following investigation, be recharged for the call-out cost.

16. Complaints

If a resident is dissatisfied with any aspect of the repairs or maintenance service, they may make a complaint in accordance with SDHC's Complaints Policy. Details of the complaints process are set out in the Resident Handbook and are available from the PCM on request.

SDHC will handle all complaints fairly, effectively and promptly in accordance with the Housing Ombudsman's Complaint Handling Code. Where a complaint reveals a systemic failure in the repairs service, SDHC will take appropriate remedial action and report the issue to the AMC.

Residents who remain unsatisfied following SDHC's complaints process may refer their complaint to the Housing Ombudsman Service.

17. Equality, Diversity and Inclusion

SDHC will ensure that the repairs and maintenance service is accessible and responsive to the needs of all residents, regardless of age, disability, gender, ethnicity, religion or any other protected characteristic. All contractors and consultants appointed by SDHC must operate an Equality and Diversity Policy consistent with SDHC's own. Where no such policy exists, contractors must agree to adopt and operate SDHC's policy.

SDHC's resident profile (predominantly elderly) means that additional consideration will always be given to the vulnerability of residents when assessing and prioritising repairs, and when planning inspections and maintenance works.

18. Data Protection and Confidentiality

All personal and sensitive data relating to residents, repairs and maintenance activities will be collected, held, processed and shared in accordance with UK GDPR 2018 and SDHC's Data Protection Policy. Resident information will only be shared with third parties (including contractors) to the extent necessary to carry out repairs or comply with legal obligations.

19. Zero Tolerance of Abuse

SDHC operates a zero-tolerance policy towards abuse of its staff or contractors. Residents must treat all staff and contractors with respect and dignity. SDHC will take appropriate action, which may include service restriction or legal action, where staff or contractors are subjected to threatening, abusive or discriminatory behaviour.

20. Monitoring and Review

SDHC will monitor performance against this policy on an ongoing basis. Key performance indicators will include:

- Percentage of emergency repairs completed within 24 hours (TSM RP01);
- Percentage of non-emergency repairs completed within target timescale (TSM RP02);
- Resident satisfaction with the repairs service (TSM TP02 and TP03);
- Percentage of homes meeting the Decent Homes Standard;
- Compliance rates for all statutory health and safety checks (BS01–BS05);
- Number of damp and mould cases investigated within SDHC's target timeframes;
- Number of complaints received relating to repairs, and their resolution outcomes;
- Percentage of repairs completed at first visit.

Performance data will be reported to the AMC periodically. The Draper Surveyor and/or PCM will produce an annual performance report for the Board. TSM results will be published annually on SDHC's website.

This policy will be reviewed every three years from the date of Board approval, or earlier if required by changes in legislation, regulatory standards or operational circumstances.

Appendix A – Maintenance and Statutory Compliance Schedule

The following schedule sets out SDHC’s planned maintenance and statutory compliance programme. This schedule will be reviewed and updated annually by the Draper Surveyor and presented to the AMC for approval.

Activity	Frequency	Approx. Timing	Sites
Quinquennial Property Inspection	5-yearly	See policy Section 9.1	All sites on rotation
Annual Surveyor Inspection	Annual	Rolling programme	All sites
Gas Safety Inspection	Annual	HC Nov; SG Dec	HC, SG (gas installations)
EICR (Electrical Inspection)	5-yearly	DP Nov 2026; FP 2029	All sites
PAT Testing	Annual	DP and FP Oct	DP, FP
Fire Alarm Service	6-monthly	April and October	All sites
Emergency Lighting Test	6-monthly	April and October	All sites
Fire Blankets and Extinguishers	Annual	December	All sites
Legionella / Water Risk Assessment	Annual	FP Mar; DP Oct; HC May	FP, DP, HC
Passenger Lift Inspection and Maintenance	Quarterly	Jan / Apr / Jul / Oct	DP
Stairlift Inspection	6-monthly	DP May; FP Nov	DP, FP
Fire Risk Assessment (full)	5-yearly	TBC by Draper Surveyor	All sites
Asbestos Management Survey Review	3-yearly	TBC by Draper Surveyor	All sites
Roof and Gutters Inspection	Annual	Autumn	All sites
External Fabric Inspection	Annual	Spring / Autumn	All sites

Site abbreviations: FP – Fairford Place; HC – Holy Cross; SG – St Giles; DP – Drapers Place; AEC – Adams Eleemosynary Charity.

This schedule will be supplemented annually by a costed Maintenance Plan, incorporating planned repair and replacement works, recommended by the Draper Surveyor and approved by the AMC and Board.

Appendix B – Repair Responsibilities

The table below provides a guide to the respective responsibilities of SDHC and residents for common repair items. This is not exhaustive; residents should refer to their Licence Agreement and the Resident Handbook for further detail.

Item	SDHC Responsibility	Resident Responsibility
Structure and exterior (roof, walls, foundations, external doors and windows)	✓	
Gutters, downpipes and drains	✓	
Internal plumbing, pipes, taps, WCs, baths and basins	✓	
Boilers, central heating and water heating systems	✓	
Electrical wiring, sockets and fittings (landlord installations)	✓	
Kitchen units and fittings (landlord-provided)	✓	
Bathroom fittings (landlord-provided)	✓	
Communal areas, shared facilities and lifts	✓	
Internal decoration (redcoration after repairs)	Where caused by SDHC repair	Routine internal decoration
Light bulbs and batteries (in resident's own flat)		✓
Resident's own appliances		✓
Damage caused by resident or their visitors		✓ (rechargeable)
Garden maintenance (individual plots, where applicable)	Communal grounds	Individual plot (where allocated). <i>Not currently applicable to any property.</i>

This policy has been approved by the Board of Shrewsbury Drapers Holy Cross Ltd.

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