

Property Management policy

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| Approved by | Board |
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| Distribution | <p>Internal: All Home Group colleagues, volunteers and agency workers. Communicated via Home World Intranet, Workvivo and leadership groups</p> <p>External: Summary on Home Group website. Full policy available on request to Home Group policy team</p> |
| Key search terms | Aids; adaptations; condensation; cyclical decoration; damp; decent homes standard; defects; domestic abuse; heat networks; home condition surveys, maintenance; mould; pests; planned maintenance; property alterations; rechargeable repairs; repairs; right to repair, third party management; voids |
| <ul style="list-style-type: none"> For the full version history of this policy, click HERE Please avoid referring to printed versions of this policy or saving it on shared/ individual drives. All policies and supporting resources can be found under 'Policy and Procedures' on the intranet. Printed and saved versions may quickly go out of date- contact policy@homegroup.org.uk for support and advice | |

1.0 Property Management policy statement

At Home Group we believe everyone deserves a great place to live. We are committed to providing well maintained, good quality homes that are free from hazards and health and safety risks, where people feel safe, comfortable, and supported in their surroundings. Regardless of whether someone resides in a property under one of our homeownership arrangements, general needs (rented) homes, accommodation for young people regulated by Ofsted, supported living, care services, or any other property, our commitment remains the same.

We aim to manage our homes to high standards and recognise that a person's home plays a crucial role in supporting their health, wellbeing, and overall quality of life.

In line with our strategy '*Building homes, independence and aspirations*' we actively embrace innovative solutions and, where possible, use technology to enhance our homes and services. Our homes meet applicable standards, and we continually evolve to meet the changing needs of our customers, ensuring we remain adaptable.

Our Customer Promise, a set of guiding principles, ensures we are held accountable, and our performance is measured. It guides how we deliver and manage our services and helps achieve key aspects of this policy.

Our Customer Promise is to:

- Provide a safe place to live
- Deliver a reliable repairs service
- Care about you
- Help communities grow
- Tell you where your money goes
- Work together with customers and partners

We embrace diversity, champion equity, and foster a culture of inclusion and belonging in our repairs, maintenance, and property management services. These values are at the heart of our Equity, Diversity, Inclusion, and Belonging policy.

This policy closely links to several of our other policies including our Allocations policy, Support Practice policy, Domestic Abuse policy; Safeguarding policy, Arrears Management policy, Person-Centred Delivery policy, Complaints, Compliments and Comments policy, Factoring policy (Scotland), Health and Safety policy, and Home Ownership policy, and should be read in conjunction with them.

For customers wanting to mutually exchange their home, or in circumstances where we need to temporarily move a customer from their home, e.g. to allow essential works to be carried out, our Tenure policy and accompanying resources should be followed.

2.0 Policy scope

This policy sets out our approach to different aspects of property management, ensuring compliance with all relevant legislation and regulations.

Our policy recognises that the approach may vary according to factors including the nature of services provided, the customer base, property types, contractual obligations, and any third-party management arrangements in place.

Implementation of this policy is supported by additional resources including policy compliance notes and procedures.

This policy is group-wide and applies to everyone involved in delivering or supporting the relevant areas of work, set out in our policy standards below.

For information and assistance relating to our commercial property, please contact our Property Services department. For information and our ways of working regarding our offices and depots, please contact our Workspace/Facilities team.

2.1 Compliance Requirements

This policy complies with legislative and regulatory requirements at the time of publishing, including but not limited to:

Equality Act 2010; Landlord and Tenant Act 1985; Housing Act 1988; Housing Act 2004; Commonhold and Leasehold Reform Act 2002; Leasehold and Freehold Reform Act 2024; Regulatory Framework for Social Housing (England); Construction (Design and Management) Regulations 2015; Gas Safety Installation and Use Regulations 1998; Homes (Fitness for Human Habitation) Act 2018; Building Act 1984; Building Regulations 2010; Building Safety Act 2022; Regulatory Reform (Fire Safety) Order 2005; Fire Safety Act 2021; Fire Safety (England) Regulations 2022; The Occupiers' Liability Act 1984; Care Act 2014; Decent Home Standard; Data Protection Act 2018; Data (Use and Access) Act 2025; Environmental Protection Act 1990; Environmental Act 2021; Social Housing Regulation Act 2023; Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025; Energy Performance of Buildings (England and Wales) Regulations 2012; Energy Performance of Buildings (England and Wales) (Amendment) Regulations 2022; Energy Act 2023; Supported Accommodation (England) Regulations 2023; New Homes Quality Code; and Supported Housing (Regulatory Oversight) Act 2023.

Housing (Scotland) Act 2001; Housing (Scotland) Act 1987, amended; Building (Scotland) Regulations 2004; Scottish Housing Quality Standard; Housing (Scotland) Act 2006; Property Factors (Scotland) Act 2011; Scottish Social Housing Charter; Tenements (Scotland) Act 2004; Heat Networks (Scotland) Act 2021; Energy Performance of Buildings (Scotland) Regulations 2008; Energy Performance of Buildings (Scotland) Amendment Regulations 2017; and Registered Social Landlords (Repayment Charges) (Scotland) Regulations 2018.

3.0 Standards

Standard 1: Customer experience

We aim to deliver an excellent customer experience across all aspects of property management. By being proactive, working efficiently, making effective use of our systems, listening to feedback, and remaining flexible where possible, we ensure our services are easily accessible, well organised, and responsive. We make reasonable adjustments to our usual services and tailor our approach to individual needs where we can, in line with the Equality Act 2010, and our Person-Centred Delivery policy.

We use clear and consistent communication to keep our customers and homeowners informed and involved, enabling them to make informed decisions about their homes (e.g. when work is scheduled), and to influence our services where possible.

We act with transparency, clearly outlining our responsibilities and those of our customers and homeowners. We provide regular updates and offer customers and homeowners the opportunity to take part in consultations. This includes the Section 20 process for leaseholders in England, fulfilling obligations set out in the Written Statement of Services for factored homeowners in Scotland, and before any work is agreed or carried out, unless there are exceptional circumstances e.g. emergency works. We also take responsibility for holding third-party managing agents to account to fulfil their obligations, helping ensure a good quality service and safe living environments.

Colleagues and contractors are competent, professional, appropriately registered (where applicable), expected to uphold our values, adhere to equitable standards, and complete training relevant to their role. They are accountable for the quality of the work they undertake, for respecting individuals and their belongings, and for contributing to the delivery of high standards. Should issues arise, including instances where agreed standards are not met, they are dealt with appropriately. Some of our services, such as planned maintenance, create added social value, by offering apprenticeship opportunities.

We actively encourage feedback and should a customer or homeowner wish to make a complaint, compliment or comment about our services, this should be done in accordance with our Complaints, Compliments and Comments policy and procedures.

Standard 2: Stock quality and decency

We take our responsibilities seriously and aim to maintain our homes and associated communal areas to high standards by improving and embedding environmental sustainability practices where possible, and ensuring compliance with all applicable legal and regulatory requirements. This includes meeting the Decent Homes Standard in England, the Scottish Housing Quality Standards and Energy, Environmental, Security, Space, and Health and Hygiene in Scotland, and adhering to Ofsted accommodation standards for care leavers and 16-17-year-olds. We also meet Care Quality Commission fundamental standards in our care services and are committed to meeting the requirements of the Supported Housing (Regulatory Oversight) Act 2023. Our approach safeguards the safety, comfort, and overall habitability of our properties, ensuring they provide secure and supportive environments.

To help effectively manage our assets, we carry out home condition surveys where applicable, on a 5-year rolling programme, aiming to assess 100% of our homes and communal areas, subject to gaining access. These surveys allow us to collect data on the condition of our homes, energy efficiency, and component lifecycles. This in turn helps inform our planned maintenance and cyclical decoration programmes, deliver our repairs and maintenance services, appropriately allocate homes designed or adapted to meet specific needs, ensure ongoing compliance and decency, and improve the long-term sustainability and quality of our homes. We do not survey homeowner's individual homes but, assess any associated communal areas to evaluate the overall condition and key components.

Decisions to invest in assets are considered in accordance with our governance arrangements, to ensure they are sustainable and financially viable.

We clearly define our responsibilities and publish relevant information to demonstrate the importance of statutory compliance. We carry out inspections and servicing within appropriate timescales, including electrical, gas, and fire safety where we have responsibility to do so, and subject to gaining access. Where third party management arrangements exist, contractually they are expected to help arrange and assist in either gaining access or providing evidence the check has been completed, depending on the specific arrangements in place. Our objective is to always maintain 100% compliance. Further information on statutory compliance can be found in our Health and Safety policy and building safety resources.

When access is required for activities such as surveys, inspections, servicing, or repairs and is not obtained, we follow structured 'no access' processes and maintain detailed records of all attempts made. We escalate matters as necessary, which may include initiating legal action. Where lack of access raises wellbeing concerns, we take appropriate measures in line with relevant policies and procedures, including our Safeguarding policy and Health and Safety policy.

Standard 3: Repairs and maintenance

This policy standard sets out our approach to the various aspects of repairs and maintenance and is presented in clearly structured sections below. It also includes some factors that may contribute to the need for repairs and maintenance.

Damp, mould, and condensation

Our approach to damp, mould, and condensation can be found in our Damp, Mould, and Condensation policy.

Pests

As part of our responsibilities, we remain vigilant for signs of pest activity in our day-to-day work, including when carrying out area inspections, home visits, or completing repairs.

Customers and homeowners are expected to report any pest related issues promptly and to cooperate with any necessary pest control measures, including granting access for inspections and treatments.

Where issues arise, each case is investigated to determine the root cause and to establish responsibility for resolving the issue, in line with leases, tenancy, or other contractual agreements.

Where a third party is responsible for the management of pests, we take steps to help ensure they take responsibility for fulfilling their obligations and escalate in line with our 'third party legal escalation process' to address unresolved issues where needed.

We ensure customers and homeowners are aware that, in some circumstances the cost of pest control measures may be included within service charges or recharged to them where infestations arise from actions such as poorly maintained gardens or littering.

Our approach to pest management is tailored to the specific context of each case, and we take individual circumstances into account when determining the most appropriate response.

Where we are responsible for pest control, we take proactive and proportionate action to prevent or resolve issues, while keeping customers and homeowners informed throughout the process.

Repairs

We adopt a risk-based, person-centred approach to repairs and maintenance, prioritising serious issues that pose an imminent risk of harm. We address issues within prescribed timescales, following a 'right first time' approach from the date the issue is first reported to us, ensuring compliance with relevant legislation, regulations, and best practice. In some cases, more than one visit may be required to fully resolve an issue.

Emergency repairs are completed at the first visit or made safe, with follow-up works completed promptly thereafter.

Our responses are timely and reflect the urgency of the situation, ensuring those affected receive the necessary intervention when needed. In some situations, including where a customer is vulnerable, we can adjust repair timeframes to ensure the needs of our customers are prioritised.

Repair categories and timescales are detailed in legal and regulatory requirements, internal procedures, and can be found on our website.

Repair responsibilities for homeowners are defined within the relevant lease, title deeds, and, where applicable, the Written Statement of Services. We do not carry out repairs to individual homeowner's homes, however, we fulfil our obligations in relation to communal areas.

Where third-party management arrangements exist, we take appropriate steps to ensure the responsible party meets their obligations, holding them to account, and escalating any performance issues as necessary.

We maintain regular communication with those affected until issues are resolved, and keep our records updated to help track repairs through to completion.

We aim to ensure value for money, professional workmanship, and effective performance management, by inspecting a proportion of repairs, which are carried out by suitably skilled colleagues. Our procurement processes for maintenance services and products are designed to drive up quality and deliver better value. We also review repair histories to identify any rechargeable works, recurring issues, or the use of substandard products.

Repairs are also completed on properties identified for disposal, supported by local service continuity plans to ensure customers receive consistent service levels, equivalent to those in properties not designated for disposal.

We hold ourselves accountable for our performance by setting clear targets and timescales, measuring our services against agreed key performance indicators, and benchmarking against peer organisations. We use systems such as dashboards to monitor performance, enabling our colleagues, relevant teams, leadership, Board, and scrutiny groups to track progress, challenge underperformance, and drive continual improvement.

Heat Networks

The heat network industry will undergo regulatory change over a number of years. We hold ourselves accountable to ensure compliance at each stage with all regulatory requirements.

Defects

New build properties are inspected to confirm they meet appropriate standards prior to handing over to customers and homeowners. We work closely with colleagues and third parties e.g. contractors, developers, and consultants to achieve this.

Where a property is within a defect liability period, any issues identified as valid defects that fall within the scope of the contract are reported and addressed as defects. Any repairs or issues that are not considered defects during this period, are typically managed through the responsive repairs process, except where there is no obligation to do so.

Customers and homeowners are provided with relevant information on how to report defects when they move into their new home.

Planned maintenance and cyclical decoration programmes

Planned maintenance and cyclical decoration programmes are vital to the effective management of our assets. They help reduce reliance on reactive repairs, support long-term budget and resource planning, improve energy efficiency, enhance customer satisfaction, and safeguard the overall condition of our homes.

Our programmes are informed by a range of data sources, including home condition surveys, lifecycle and component replacement information, trends in repairs, and customer feedback. This ensures our approach remains evidence based and responsive to the needs of both our properties (including communal areas), customers, and homeowners (where relevant).

Where planned maintenance or cyclical decoration to communal areas, such as entrance doors incurs a service charge, we inform and consult as required, including in line with legislation, leases, Written Statement of Services, and any other contractual agreements in place.

Our programmes are regularly reviewed to accommodate any changes in property use or disposal, ensuring that all customers continue to receive a high level of service. In regeneration areas, decisions regarding changes to planned maintenance or cyclical decoration programmes are carefully considered and approved by our Asset Management department.

We consider the needs of our customers when planning improvements to individual properties, making reasonable adjustments where required, and keeping them informed about the timescales for work. Feedback, satisfaction levels, and post inspections are utilised to monitor the quality of improvement works and the service provided.

Rechargeable repairs

Rechargeable repairs are required where a customer, a member of their household, or a visitor causes damage, either deliberately, negligently or accidentally to a property. We also charge customers who leave refuse, furniture, and personal belongings in our properties (list not exhaustive), without our permission.

Our aim is to ensure everyone is treated fairly and with understanding, and we take the situation and individual circumstances into account before applying charges e.g. where cases of domestic abuse are identified. We recognise some customers may have specific needs and require extra support, and where this is the case, we may be able to offer practical help (e.g. provide advice on how to prevent similar issues reoccurring) or make referrals to support services where necessary.

Rechargeable repairs are completed once the repair has been paid for in full, except where alternative arrangements have been approved in line with our internal procedures, and/or in cases involving exceptional circumstances, such as emergencies or health and safety concerns. In these exceptional situations, Home Group reserves the right to complete the repairs and then seek to recover payment. Where rechargeable repairs are identified during void inspections, we follow our rechargeable repairs internal procedures to determine the appropriate course of action.

Non-emergency work can be completed by someone other than Home Group or its contractors. Any work required must meet the required standards and be conducted by a competent and, where required, registered and qualified person.

Voids

We work proactively and efficiently to reduce the length of time a property or bed space remains void, ensuring it is safe, habitable and ready for occupation.

Wherever possible, we conduct property inspections at the earliest opportunity, including during a customer's notice period, to identify statutory checks, essential repairs, and any rechargeable repairs required to meet our void standards. Outgoing customers are asked to support relevant inspections and the new customer viewing process. Post inspections of

void works help ensure that standards have been met, prior to letting in line with our Allocations policy and Support Practice policy.

In certain cases, decoration vouchers may be offered at our discretion, and all appropriate compliance documentation is provided to new customers.

Normally, void properties are cleared of all items before a customer leaves, and where this does not happen, costs may be recharged. However, if the previous customer wishes to 'gift' certain items to the new customer, this can be arranged. In such cases, the new customer signs to confirm they are happy to keep the items and take responsibility for them. This decision is made locally on a case-by-case basis, in line with our void standards, contractor agreement, and supporting internal documents.

In certain services, such as supported housing, some properties may be let either fully or partially furnished, as specified in the relevant agreement. In these cases, customers are informed of any applicable service charges, along with the respective responsibilities of both parties.

To comply with the requirements of our insurance policies, regular checks are carried out on properties that remain unoccupied for longer periods of time. These checks help mitigate potential risks and ensure properties are maintained in a safe and secure condition during extended void periods. In regeneration areas where there is a concentration of void properties, enhanced security measures may be implemented to help prevent criminal activity, deter anti-social behaviour, protect our investment, and reassure residents.

Void properties may be subject to option appraisal. This may happen where certain parameters are triggered, such as the property being geographically dispersed or having a low energy efficiency rating, there is no demand for the property, a service has been decommissioned and the property is not reoccupied, or the cost of bringing the property back into repair is not considered value for money.

Option appraisal ensures we only invest in properties that are financially viable, align with our long-term plans, meet customer expectations, and fall within our operational footprint. Where investment is not viable, the recommended course of action may include disposal or demolition.

This standard does not apply to homeowners.

Standard 4: **Improvements**

Aids and adaptations

We take a person-centred approach and work in partnership with individuals and other organisations to ensure that aids and adaptations can help maintain independence for longer and enhance quality of life. Where we can, we are committed to supporting people through this process.

Applications for adaptations are assessed based on eligibility, urgency, and need. Approved aids and adaptations may be funded through local budgets or other appropriate funding

sources, subject to availability and budget constraints. We do not fund or carry out aids and adaptations for homeowners.

Adaptations must be supported by an occupational therapist or other healthcare professional, where appropriate. Exceptions may apply, and major adaptations are considered in the context of the long-term suitability and use of the property. In some cases, it may be appropriate for a customer to relocate to a more suitable alternative home.

Customers and homeowners may carry out their own adaptations where permitted by the title deeds, lease, tenancy agreement, or other contractual agreements, and must comply with all applicable terms and conditions. In most cases written permission is required, and Home Group can advise before proceeding.

Adaptations must also not invalidate any warranties or compromise the building's compartmentation. All conditions attached to approval must be adhered to, including compliance with relevant standards, and maintenance and repair responsibilities. Further information can be found in the property alterations section below.

In some cases, our new homes are designed to facilitate flexibility for future adaptations, and some of our care and specialist supported housing already include adaptations, which we are responsible for maintaining.

Where a customer or homeowner is not happy with a decision we have made, they can ask for their case to be reviewed.

Property alterations

We acknowledge all property alteration requests in writing. We consider giving permission for property alterations to homeowners providing the title deeds allow this. For our customers, the conditions set out in the relevant tenure agreement relating to alterations apply, and must be adhered to. Permission is subject to the works not compromising the building's compartmentation, invalidating any warranty or defect liability period, having all necessary approvals (e.g. planning permission/building control), and not negatively impacting the property's energy efficiency (list not exhaustive).

All works must be carried out by a competent person and where applicable, by a professionally registered contractor. All gas and electrical work must be undertaken by a contractor approved by Home Group.

When granting permission, we advise customers and homeowners of their maintenance and repair responsibilities, and we may carry out inspections of completed works. Customers and homeowners are required to comply with the conditions specified in the written permission. Where alterations are identified as unsafe, non-compliant, or not meeting the required standard, we reserve the right to require rectification within a specified timeframe, or to undertake the necessary remedial works ourselves, and recharge the costs.

At the end of a tenancy, customers may apply for compensation for qualifying improvements as defined by statute.

Where a customer or homeowner is not happy with a decision we have made, they can ask for their case to be reviewed.

We are not responsible for any costs associated with the property alterations process.

This standard does not apply to homeowners in Scotland, unless the alteration affects common parts, in which case the conditions set out in the title deeds apply.

4.0 Key definitions

| Word / phrase | Definition |
|-------------------------------|---|
| Aids and adaptations | Equipment or fixtures that can be added to properties to help customers or homeowners carry out day-to-day tasks. Adaptations can be minor or major depending on their cost, scale and permanence. |
| Awaab's law | Introduced through the Social Housing (Regulation) Act 2023. It was introduced in response to the tragic death of two-year-old Awaab Ishak, who died from prolonged exposure to mould in a social housing property. The law places specific duties on social landlords to investigate and address issues within specific timescales. |
| Compensation | A one-off payment agreed with the customer or homeowner to provide a refund of any out-of-pocket expenses as a result of service failure or following a complete loss of a service; or a reimbursement (at the end of a tenancy) of some of the money spent on installing certain, qualifying home improvements. |
| Customer | Someone who has a contractual relationship with us. (Not a homeowner as defined below). |
| Cyclical decoration | Repetitive decoration works which usually take place every few years. |
| Damp, mould, and condensation | <p>Rising Damp: is caused by a failed or 'bridged' damp-proof course. This allows moisture in the ground to rise up through the ground floor of a home, sometimes to a height of one meter.</p> <p>Penetrative Damp: is classed as any water that finds its way inside from the outside, it can occur at all levels of the building and is generally higher up.</p> <p>Condensation: is when warm, moist air hits a cold surface such as a window or external wall and condenses, running down the cold surface as water droplets.</p> <p>Mould: is a type of fungus that grows and develops in damp or humid conditions where condensation is present. If moisture is persistent, mould growth will often occur on indoor surfaces. Fixing the source of damp or following steps to reduce the amount of condensation in the home, will reduce the likelihood of mould developing.</p> |
| Defect | Defects are aspects of works that are not in accordance with the contract. |
| EESHH | Energy, Environmental, Security, Space, and Health and Hygiene. A set of design and performance standards in Scotland, to guide the construction and refurbishment of social housing, ensuring homes meet quality, safety, and sustainability benchmarks. |
| Gifted items | Items/fixtures in a property that have been provided by a previous customer to a new customer upon moving in, subject to a signed agreement. The new customer accepts ongoing responsibility for the items/fixtures. |
| Heat Networks | Heat networks take heating, cooling or hot water from a central source(s) and deliver it to a variety of premises such as homes and offices. |
| Home condition surveys | An assessment of our properties which helps identify components, repair needs, maintenance priorities, and compliance with regulatory standards. |
| Homeowner (England) | Owns all or part of a property under a leasehold or shared ownership arrangement. Responsibilities for repairs, maintenance, and property management are detailed in the lease and should be adhered to. Excludes freeholders. |
| Homeowner (Scotland) | Owns the property and a property management service (known as a property factor), co-ordinates and carries out work to the common parts only, as detailed in the written statement of services. |

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| Options appraisal | A process to review properties which are not sustainable or no longer in demand. |
| Pests | Animals or insects that pose a risk to health, safety, property or comfort e.g. wasps and mice. |
| Planned maintenance | Organised and controlled repairs and maintenance carried out to a pre-determined plan or programme e.g. kitchen replacements. |
| Property alterations | Changes made to a property, such as increasing or reducing floor area, making or closing openings, erecting or demolishing walls. |
| Rechargeable repairs | Repairs or works required where a customer, a member of their household, or a visitor causes damage, either deliberately, negligently or accidentally to a property. Charges may also apply where refuse, furniture, and personal belongings are left in our properties, without our permission (list not exhaustive). |
| Right to repair | A legal scheme that requires certain urgent repairs to be completed within specific timescales. Compensation or alternative action may be taken if deadlines are not met. |
| Section 20 consultation | Part of Landlord and Tenant Act 1985 sets out the legal requirements for consulting leaseholders before undertaking qualifying works or entering into long-term agreements. |
| Third party managing agents | An independent company that provides the day-to-day management and operational services for a property. They are appointed by the person who holds the responsibility for maintenance, usually the freeholder or management company. |
| Void | An empty property or bed space which is unoccupied and which Home Group has vacant possession of. |
| Void standards | Also known as the Lettable Standard, this is the minimum standard that all housing properties should meet by the time they are let. Void standards may vary depending on tenure, property type, and location. |

5.0 Supporting documents

In order to comply with Home Group's approach to property management and achieve the standards set out above, the relevant processes and policy compliance notes must be followed in line with stated roles and responsibilities. Colleagues should refer to our internal index for the full list of supporting documents.

6.0 Version history

| Version Number | Effective Date | Amendment made by (name & job title) | Version approved by (name & job title) | Description of Changes |
|----------------|----------------|--------------------------------------|--|---|
| 3.0 | May 2014 | Policy Business Partner | Board | Approved policy. This policy replaces the Right to Repair following: HG_CSV_PM_119 Aids and Adaptations Policy HG_CSV_PS_179 Void Management (Customer Services) Policy HGCAS_PM_096 Void Management (Care and Support) Policy HG_GRP_PM_097 Servicing Policy HG_GRP_PM_099 Planned Maintenance Policy |

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| | | | | <p>HG_GRP_PM_098 Responsive Maintenance Policy</p> <p>HG_GRP_PM_046 Chargeable Works Policy</p> <p>HG_CSV_HSG_124 Emergency Decants (Customer Services) Policy</p> <p>HG_CSV_HSG_125 Planned Decants (Customer Services) Policy</p> <p>HG_CAS_HSG_009 Decants (Care & Support) Policy</p> <p>HG_HO_HSG_075 Section 20 Consultation (Leasehold) Policy</p> <p>No reference Major works repayment</p> <p>Home Ownership Policy</p> |
| 3.1 | | Policy Business Partner | SB | Standard 10: Responsive Repairs amended to reflect 'Right first time' approach |
| 3.2 | 11 th November 2015 | Policy business partner | Executive Director of Customer Service | Standards 6, 10 and 15 amended to reflect regulatory standards around updating the progress of repairs and the Decent Homes Standards |
| 3.3 | February 2018 | Compliance Business Partner | N/A | Re-branding |
| 4.0 | 31.1.19 | Policy Business Partner | Board | <p>Policy updated to reflect our 'Building homes, independence and aspirations' Strategy. Also included is educating our customers on the importance of statutory inspections in policy standard 1. Informing our customer and homeowners where this is applicable that there is an appeals process for aids and adaptations and home improvements (policy standards 4 and 5). Also included is we are a developer of homes of a variety of tenures and our defects liability position is outlined. Occupational Therapist or other health care professional assessments are required for aids and adaptations (subject to exceptions). Voids policy standard (standard 7) wording changed to reflect that it may be necessary to award decoration vouchers depending on the circumstances involved. Chargeable works policy standard amended to reflect we charge when furniture, refuse or personal belongings are left in our properties unless there are exceptional circumstances we need to consider. Communication and accessible services policy standards merged to create one new policy standard.</p> |
| 4.1 | 25.2.21 | Policy Business Partner | Director of Maintenance | Desk top review completed, and risk assessment approved 19.2.21. |
| 4.2 | 10.1.2022 | Policy Business Partner | Director of Maintenance | <p>Full review carried out, Standards on Mutual Exchange and Decants have been removed and the parts relevant to maintenance have been moved to existing standards (Fit for Purpose Housing and Safe Place to Live). This is covered in Standard 6 of the Tenure policy. Standard 4 wording amended to be more supportive tone. Amendments made to Standard 7 to</p> |

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| 4.3 | 11.5.2022 | Policy Business Partner | Director of Maintenance | <p>remove the specific cost amounts and the 90-day reference as they are included in the existing PCNs. Standard on voids amended to clarify that decoration vouchers can be awarded to not only elderly customers. Standard 12 Chargeable Works renamed Rechargeable Repairs.</p> <p>Version Control updated to reflect version number change following annual risk assessment.</p> |
| 4.4 | 26.4.2023 | Policy Business Partner | Executive Director of Repairs and Maintenance | Review date amended following annual review, version number updated, standards renumbered, no other changes. |
| 4.5 | 09/04/2024 | Policy Business Partner | Executive Director of Repairs and Maintenance | Review date amended following annual review, version number updated, standards renumbered, names removed for data protection, no other changes. |
| 4.6 | 21/2/25 | Policy Manager | Executive Director of Repairs and Maintenance / Director of Asset | Clarified approach to responsive repairs and planned maintenance for properties identified for disposal. Updated policy owner |
| 4.7 | 17/4/25 | Policy Manager | Director of Asset | Review date amended following annual review, version number updated, standards renumbered, no other changes |
| 5.0 | 25.11.25 | Policy Business Partner | Board | Full review of policy undertaken. Policy rewritten, restructured, and updated with new legislation and regulations. Information on no access arrangements, home condition surveys, pests, damp, mould, and condensation, third party management arrangements, heat networks, and a new customer experience standard added. Updates to key definitions also made. |
| 5.1 | 3.2.26 | Policy Business Partner | Interim Executive Director of Property and Asset | Content relating to damp, mould, and condensation removed as this is now included in a separate Damp, Mould, and Condensation policy. |