

ISLINGTON AND SHOREDITCH HOUSING ASSOCIATION (ISHA) REPAIRS AND MAINTENANCE POLICY

1. INTRODUCTION

- 1.1 ISHA aims to deliver a continuously improving and responsive repairs and maintenance service, by making sure that day-to-day repairs are carried out quickly, on time, to a high standard that residents are satisfied with, whilst always maintaining value for money in the service.
- 1.2 ISHA will make sure that all properties are repaired and maintained, promoting a safe home environment for all its residents. Repairs and maintenance continue to be a top priority for our residents. To ensure value for money, the policy establishes a balance of cost and service delivery excellence. The delivery strategy of ISHA has been to develop partnerships with trusted and local contractors.

2. SCOPE OF THE POLICY

- 2.1 The policy outlines the way in which ISHA will provide a repairs and maintenance service to its residents' homes and communal areas. ISHA is committed to providing an effective service to ensure high levels of resident satisfaction and to protect the value of its housing stock.
- 2.2 ISHA prepares budgets for day-to-day, cyclical, and planned maintenance at the beginning of each budget year.

3. RESPONSIBILITY

- 3.1 When it comes to the repairs and maintenance of a property, the following pages give a high-level overview of ISHAs and the residents' responsibilities.

3.2 The responsive repairs policy will ensure that we:

- adhere to relevant statutory compliance obligations
- exceed the high standards expected of us by our residents
- continually review our work and planning in conjunction with our residents' feedback
- carry out operational efficiency reviews to enhance service offering
- maintain our properties so that they are in a good condition
- safeguard the future of our properties to make full use of the housing stock
- are cost-effective and adhere to our group standing orders
- adhere to our Asset Management Strategy.

To ensure ISHA fulfils its commitment to equal opportunities as a provider of a maintenance service and provider of employment to the construction industry.

ISHA

3.3 ISHA is responsible for the structure, services, and common parts of property which it owns and manages, including:

- drains, gutters, and outside pipes
- roofs
- external walls, doors, and windows (excluding glass)
- communal aerials
- the installations for supplying water, gas, and electricity within a property
- the installations and appliances for heating the property and for hot water
- fixtures and fittings ISHA have installed
- pathways and steps which provide main access to the front and back door of the property
- garages and outside storage spaces provided by the association
- lifts and other communal amenities
- painting the outside woodwork and metal work of properties, including shared areas
- servicing of specialist equipment installed by the association
- clearing away rubbish from repairs or improvements that have been carried out by the association.

Residents

3.4 The terms of the Tenancy Agreement will outline the repair and maintenance obligations for a resident once they sign to accept the keys for the property. These may include, but will not be limited to, residents will:

- take action to prevent pipes from freezing or bursting
- keep the property in a reasonable condition
- decorate the inside of their property
- report a repair as soon as they notice that it is needed to avoid the situation getting worse

- allow access to the property to carry out repairs, annual safety checks, services, and any inspections necessary
- carry out minor repairs and replace any fixtures and fittings that have been installed by them in the property. This will only apply for Assured Tenancies where permission for non-standard or enhanced features has been granted
- clear away rubbish from repairs or improvements that have been carried out by themselves.

3.5 Will take action to prevent and control condensation.

3.6 Residents may also be responsible for minor repairs to their property, which may include, but will not be limited to:

- replacing electrical fuses and light bulbs
- care and provision of electricity, gas, and water meters
- keeping the property and garden in good condition
- internal decorations
- replacing batteries in smoke alarms
- draining of water supply when away from home (such as on holiday, in hospital) during the winter months, from October to April
- maintaining a garage, driveway or shed which has been constructed by the current or previous residents
- clearing outside gullies
- replacing toilet seats, plugs and chains to wash hand basins, sinks and baths
- repair and replacement of internal door furniture, locks, latches and coat hooks
- replacement of any items damaged by the resident, a member of their household or visitors
- replacement of any lost keys
- replacement of filters for cooker hoods
- replacing clothes lines and posts (except in communal areas or part of an independent living scheme); and
- keep external air bricks and internal vents free of any obstruction in maintaining gas appliances
- keep shared areas (including communal halls, staircases, landings, lifts, balconies, passageways, and surrounding areas of any flats) in a tidy condition and do not block them
- only burn smokeless solid fuels if the home has solid fuel heating
- take reasonable steps to prevent water pipes from being damaged by frost; and
- report repairs such as blocked drains, water leaks, structural defects and problems with water, gas, electricity, and fire appliances immediately to ISHA.

4. POLICY

Aims and objectives

4.1 ISHA will continually look to improve the repair and maintenance service within available resources and will continually consult with residents to seek their views on the quality of the service and the repairs carried out at their homes.

4.2 The aim of this policy is:

- To ensure all residents live in a safe, secure, and warm environment always.
- To manage the repairs and maintenance service to the homes of its residents.
- To comply with all relevant government legislation requirements.
- To provide guidance and information on the areas that affect the residents.

4.3 The objectives are:

- To set a strategic, long-term approach to maintaining decent, sustainable homes.
- To engage efficiently with residents about their homes.
- To effectively manage planned and capital programmes.
- To run an effective, efficient responsive repairs service.
- To continuously monitor and improve performance.
- To give high levels of resident satisfaction in the service.
- To provide a value-for-money service

Diversity and inclusion

4.4 ISHA will make sure that the principles of equality, diversity and inclusion are integral in the business planning and delivery of the repair and maintenance service.

4.5 ISHA is committed to delivering a high standard repair and maintenance service which meets the diverse needs of local communities and will achieve this by treating people fairly and taking the nine protected characteristics of the Equality Act 2010 (age, disability, gender, gender re-assignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation) into consideration in all aspects of the repair service including access to the service.

Regulatory requirements

4.6 ISHA carries out repairs in line with legal and statutory obligations, to safeguard the health, safety and security of residents, other occupants, or visitors and to safeguard the building and environment. These obligations include:

4.7 **Awaab's Law**, introduced through amendments to the Social Housing (Regulation) Act 2023, places statutory duties on social housing landlords to take prompt and effective action to investigate and address hazards that present a risk to residents' health and safety. The legislation establishes clear, enforceable requirements for landlords to:

- Investigate reported hazards within prescribed legal timescales.
- Take timely action to resolve identified hazards, prioritising resident safety.
- Complete emergency repairs within 24 hours where there is an immediate risk.
- Communicate clearly and transparently with residents throughout the process.
- Maintain accurate and auditable records of inspections, correspondence, and repair actions.
- Provide suitable temporary or alternative accommodation where a property is unsafe, or repairs cannot be completed within required statutory timescales.

ISHA is legally bound to comply with these requirements and embeds Awaab's Law across its repairs, maintenance, and asset management activities to ensure residents' homes are safe, healthy, and fit for habitation.

4.8 Damp and mould / Awaab's Law policy alignment

Damp and mould are a key focus of Awaab's Law due to their potential impact on residents' health and wellbeing. ISHA has adopted a zero-tolerance approach to damp and mould and manages compliance with Awaab's Law in this area through a separate damp and mould (Awaab's Law) policy, which sets out in detail:

- Statutory definitions and legal timescales.
- Roles and responsibilities of staff and contractors.
- Investigation, remediation, and escalation processes.
- Communication standards and support for vulnerable residents.

This repairs and maintenance policy should be read alongside the damp and mould (Awaab's Law) policy. Where issues relate to damp, mould, or associated hazards, the standalone Awaab's Law policy takes precedence and provides the authoritative operational and procedural guidance required to ensure full legal and regulatory compliance.

Quality of accommodation

4.9 Registered providers shall adhere to The Home Standard of the Regulatory framework for social housing in England (from April 2012), which requires Registered Providers:

- To provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, residents, and has the objective of completing repairs and improvements right first time.
- To ensure that residents' homes meet the Decent Homes standard. For properties where the standards of design and quality, which applied when the home was built, are higher than those of the Decent Homes Standard, registered providers should continue to meet these standards.

Repairs and maintenance

4.10 Registered providers shall:

- Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

4.11 The specific expectations in relation to repair and maintenance is that:

- Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs and value for money. The approach should include responsive and cyclical repairs, planned and capital work, work on empty properties and adaptations.
- Registered providers shall co-operate with relevant organisations to provide an adaptations service that meets residents' needs.

Involvement and empowerment

- Registered providers shall ensure that residents are given a wide range of opportunities to influence and be involved.
- The management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks as agreed with landlords, and the sharing or savings made.

4.12 This section of the regulations is the basis of ISHA's repairs policy.

ISHA repairing obligations are published in the leaflet "Repairs responsibility for residents":

Service delivery

Repairs and maintenance

4.13 Residents can report a repair 24 hours a day, every day of the year. We aim to offer an appointment for most repairs and all repair inspections, and complete the repair right first time.

4.14 How to report a repair

4.15 A request for a repair can be taken:

- via the ISHA website and social media
- via the phone 24 hours a day
- via email
- in person
- in writing.

4.16 When a request is received, we will:

- offer a convenient appointment date for the repair
- tell the resident how long they will have to wait for the repairs to be completed or offer an appointment of their choice if it is after the first available date on offer
- complete repairs within 24 hours if it is an emergency
- complete all non-emergency repair requests within an average of 28 calendar days.

4.17 Information leaflets about the repairs service will be made available as well as information on our website.

Appointments for property services repairs

4.18 Appointments will be offered for all repairs that require an inspection and are offered as either morning (8am - 1pm) or afternoon (1pm - 5pm).

4.19 If a contractor is running late for an appointment, they will contact the resident at the earliest opportunity to explain the reason for the delay and provide an updated estimated time of arrival.

4.20 Where a second visit is required, the appointment will be made, via the contractor, and if possible, before they leave the property.

4.21 At the end of each appointment, prior to leaving the property, the contractor will ensure that the property is safe and secure.

4.22 Where a resident is not home at the appointed time, the contractor will issue a no-access card, advising the resident of the time and date they attended. The resident will be invited to make another appointment.

4.23 Where a contractor is unable to attend an appointment, they will contact the resident at least two hours in advance of the prearranged appointment to reschedule. ISHA will process repairs accurately and promptly through all stages from initial request, ordering, inspection, and payment.

4.24 Gas servicing appointments will follow the gas safety policy.

Communication

- We will communicate in several different ways that wherever possible meet the preferences of the resident.
- We will inform residents when they have reported a repair, stating the job number and the expected completion date or appointment date.
- We will ensure the resident is kept up to date on any changes to the details provided above.
- Contractors will phone giving as much notice as possible.
- When access has not been gained, we will leave a calling card through the letterbox stating the date and time of visit and details of how to make alternative arrangements.
- Where follow-on works or materials are required, we will arrange a convenient appointment before leaving the property, when possible; where this is not possible, we will contact the resident to re-arrange the works at a convenient time for them.
- We will request feedback on the completed repair through our satisfaction surveys.
- We will get the residents' opinion on whether the repair was completed right first time via the questionnaires.
- We will provide feedback via the residents' newsletter on performance.

Consultation

4.25 ISHA will continually collaborate with residents in several ways to continually improve the repairs service in a range of ways, including the Repairs Scrutiny Panel and resident inspections, in line with published regulatory standards.

4.26 Further information on how residents can become involved in shaping the way we deliver services is available in our resident involvement and engagement strategy.

4.27 Surveys issued to residents for their feedback will include repairs questions to gain a further understanding of our residents' requirements. This will be analysed to make sure that there is continuous improvement for the service area.

Code of conduct

Service promises - Progress staff or representatives.

We will:

- answer calls promptly and be polite, honest, and helpful always
- introduce themselves when calling the resident by phone, and will show photo identification before entering a resident's home
- always be polite
- explain what work is going to be conducted and discuss with the resident how this might affect them
- take care of all residents' belongings whilst working in their property, protecting them from damage and dust, for example
- make sure that materials and tools do not cause danger to anyone in the residents' home
- make sure that when having to use residents' electricity, we ask first, but wherever possible, use portable battery tools. Where this is not possible, the use of electricity must be kept to a minimum
- keep mess and rubbish to a minimum, making sure it is all removed at the end of the working day or when the job has been completed
- make sure that electricity, water, and gas are connected at the end of each day wherever possible and leave a usable toilet
- limit the use of their mobile phones.

We are **not** allowed to:

- smoke or play radios whilst working in a resident's home or garden.
- be in a residential property with children under 18 without a responsible adult being present
- accept gifts from residents
- keep keys for residents' homes.

Resident access responsibilities/code of conduct

4.28 The following need to be taken into consideration when access is required to ISHA properties to complete a repair.

- Residents must allow authorised staff of ISHA or other agents/contractors of ISHA into their home at all reasonable hours to inspect its condition, do any repairs needed, or improvements or to service appliances, or to conduct work ISHA consider necessary to make sure the property and surrounding properties do not put the resident or anyone else at risk.
- Staff or contractors employed by ISHA must have access to conduct gas and electrical servicing as and when required.
- Where possible, ISHA will give at least 48 hours' advance notice, and all staff of ISHA or its agents will always carry formal identification.
- ISHA may need to gain access to homes to inspect, clean or repair a home or neighbouring dwelling, or any sewers, drains, pipes, wiring, or cable serving a home or neighbouring dwelling.
- Authorised staff of ISHA may need to enter a property without notice in an emergency, using reasonable force, if necessary, if ISHA feel there is a risk of personal injury or damage to property or surrounding properties.
- Residents must not cause, commit or allow anyone living with them or visitors to cause or commit any form of harassment or other anti-social behaviour. Harassment and anti-social behaviour are any act or omission which interferes with the peace and comfort of, or which may cause nuisance, annoyance injury or offence to any other residents, members of their household, visitors, neighbours, our employees, agents and contractors or any other member of the public and includes (but is not limited to):
 - 1) harassment on the grounds of age, gender, race, religion, culture, sexuality, disability, or lifestyle
 - 2) violence or threats of violence to any person
 - 3) abusive or insulting words or behaviour
 - 4) offensive drunkenness
 - 5) damage or threat of damage to premises
 - 6) for dealing in, storing, selling or the illegal use of any controlled drugs
 - 7) any nuisance or annoyance caused by pets including barking and fouling.

4.29 Where appropriate, a resident may ask for a security code word to be used to gain access to their home. If given, this will be available to the member of staff or representative to give added security to residents who feel especially vulnerable. Our vulnerable residents policy gives additional information.

4.30 Employers must protect their staff from second-hand or passive smoking. Therefore, residents must not smoke during the period when staff and contractors are in their home.

Performance and monitoring

4.31 ISHA monitors repair works conducted to ensure that an equal repair and maintenance service is provided to all residents, to ensure that the provision of the service is not discriminatory.

4.32 There are several monitors that take place in respect of repair and maintenance, so we can gauge our performance as received by our residents and the service being offered by ISHA's supply chain:

- repairs satisfaction
- number of appointments made and kept.
- number of jobs completed right first time.
- average cost of a repair
- void turnaround times.

Health and safety

4.33 ISHA is always committed to providing a safe and healthy working environment under the Health and Safety at Work Act. All ISHA staff and our representatives (individually or collectively) must adhere to our health and safety policy, which is designed for the protection of themselves and other people with whom they may have contact.

4.34 In line with ISHA's health and safety policy, all managers have responsibility for the employees they manage to make sure that all ISHA working practices are in line with appropriate health and safety legislation and good practice, making sure that employees, residents, buildings, and stakeholders are safe.

4.35 It is the responsibility of the resident to ensure any health and safety issues with a property is reported as soon as possible.

4.36 Within our properties, we have a duty of care to ensure the property is a safe habitable place to live. Major responsibilities include.

Housing Health & Safety Rating System (HHSRS)

4.37 Under the Decent Homes Standard, it is the responsibility of the association to ensure all category 1 hazards found under the HHSRS are dealt with within 24 hours of being found. Details of the HHSRS are outlined in the Decent Homes Standard.

Gas safety

- 4.38 It is a legal requirement to ensure that all properties with a gas installation are inspected on an annual basis. The gas safety policy outlines the requirements and procedures to ensure this is adhered to.
- 4.39 The gas installation is also inspected when a property becomes empty prior to the new resident taking the property. ISHA also carries out these checks as part of any mutual exchange.

Electrical installation

- 4.40 It is a requirement for ISHA to ensure the electrical installation within all properties is safe. Full electrical safety checks are carried out when a property becomes empty prior to the new resident taking the property. The electrical installation will also be visually checked for safety when an electrician visits the property. This includes planned maintenance works and repairs calls. The electrical installation will also be checked on a five-year cycle.

Asbestos

- 4.41 We will establish where asbestos containing materials (ACM) are within our properties, in line with our Asbestos policy and procedures. This information will be made available to our staff, contractors, and residents where necessary.

Legionella

- 4.42 We will carry legionella risk assessments in line with our Legionella policy and procedures. Legionella risk will be managed through regular monitors where necessary.

Smoke and carbon monoxide (CO) detectors.

- 4.43 Our aim is to fit hard wired smoke and heat detectors to all properties. In homes with two or three stories then a detector will be installed on each floor. Where possible these will be linked so all detectors are activated when one is set off.
- 4.44 Smoke detectors have a battery back-up. These can either be a 9v battery that can be bought on the high street or a 10-year lithium battery that is embedded within the smoke detector. It is the responsibility of the resident to test the smoke detector on a regular basis and to report any issues. Replacement of 9v batteries is the responsibility of the resident. Embedded batteries will be replaced by the association.
- 4.45 The association's approach is to install carbon monoxide detectors to all homes with a gas boiler. As part of the annual service the gas engineer will test the detector and replace/install if required.

Procurement and value for money

- 4.46 ISHA will procure works that achieve best value for money, considering service quality and speed of response.
- 4.47 Tender and let contracts in accordance with group standing orders. See ISHA's financial standing orders for more information.
- 4.48 Make prompt insurance claims either under buildings insurance or defects warranties on all relevant repairs to ensure the response repairs budget is only spent on other repairs. This includes ensuring that employees are fully aware of which cover exists on properties and the appropriate claims procedures.

Public liability insurance

- 4.49 ISHA carries Third Party Liability Insurance. ISHA is unable to insure against damage caused to a resident's contents emanating from a defect for which ISHA has a responsibility.
- 4.50 Ensure that only correct invoices for completed satisfactory work are authorised for payment and are passed for payment within contract timescales.
- 4.51 Ensure appropriate controls by separating repair ordering and authorisation functions and levels of authorisation responsibility, including:
- carrying out sufficient random and targeted inspections
 - reviewing evidence of works completed from subcontractors and validating that these are completed
 - gathering and analysing regular feedback about the service from residents
 - providing Managers and the ISHA Board with accurate information on performance to help drive improvements
 - improving processes from evidence gathered, relevant good practice and benchmarking.

Leaseholders

- 4.52 ISHA manage several leasehold properties, including Right to Buy, Shared Ownership and units let on a commercial lease. The specific repairing responsibility for each of these properties is contained in the lease agreement. In the main, ISHA retains repairing responsibilities for the structure of the building, communal areas and any communal systems and installations within the property. The leaseholder is responsible for maintaining the interior of their property. However, it is important that the specific detail of each property is ascertained from the lease agreement.

4.53 In addition to the repairing responsibility, the lease agreement will also confirm if the leaseholder is responsible for a proportion of the repairing costs incurred by ISHA, where we retain the repairing responsibility. These costs are recovered via a service charge and presented to the leaseholder in the annual service charge statement.

4.54 Before any repair or maintenance work is carried out on a leasehold property, consideration should be given to the anticipated total cost of the work. If the cost to any leaseholder is expected to be £250 or more, then a formal Section 20 Consultation is required before the work can be undertaken.

4.55 Should clarification be required regarding any of these matters, the Leasehold Team should be contacted?

Commercial residents

4.56 The individual lease agreement signed by each commercial resident stipulates which repairs are the responsibility of ISHA and which are the resident's responsibility.

Complaints and compliments

4.57 ISHA always aims to provide residents with the best possible service and actively encourages feedback. Residents are frequently asked to provide us with their feedback through satisfaction surveys. Housemark-compliant and transactional surveys are sent after each completed repair (for those contractors embedded in the Rubixx system).

4.58 ISHA will ensure that feedback is dealt with consistently across the Group and in a way that reflects our Equality Policy.

4.59 An effective complaints service provides ISHA with the opportunity to rectify any service failures. Feedback will be used for transparent accountability and continuous improvement of service delivery and policy development.

Post inspections

4.60 To ensure that ISHA and its residents receive a good quality repairs and maintenance service and to take appropriate checks on potentially fraudulent activities, ISHA will undertake an appropriate regime of post-work inspections. Photographic evidence of works undertaken will form part of the inspection process and must be date-stamped and all evidence recorded in Rubixx.

4.61 These checks will be undertaken by Building Surveyors and Neighbourhood Service Officers, with line managers conducting spot checks on these inspections. In addition, random sampling will be conducted in Rubixx to check that the appropriate post inspection information is being captured for orders being approved.

4.62 Post inspection aims:

- Confirms the work is completed.
- Checks the materials purchased against the materials used on the job.
- Checks the quality of the job to ensure standards are being met.

4.63 The program of post inspections will be between:

- 10% of jobs with a value less than £500.00
- 20% of jobs with a value between £500.00 and £1,500.00
- 100% of jobs with a value greater than £1,500.00
- 100% of bin over spills must be inspected, which can be evidenced by way of photographic evidence.

Of all completed jobs, additional post inspections are to be carried out where the following apply:

- Where there is a variation of 25% more than the original estimated costs based on the schedule of rates codes.
- Where the resident indicates that the repair has not been completed to a satisfactory standard.
- Where a resident has carried out improvement works.
- Where there are concerns with the quality of work delivered by a contractor.
- Photographic evidence of works undertaken must be date-stamped and all evidence recorded on Rubixx.

4.64 Repairs that qualify for post inspections include all works that are physically complete in the following categories:

- responsive repairs
- insurance claims
- works undertaken following a disrepair claim.

4.65 Pre-inspections.

4.66 Certain jobs require pre-inspection in cases where the nature of the works is uncertain, require measurement or the cost implications need to be determined.

4.67 All repair requests requiring pre-inspection should be visited within five working days by a Building Surveyor.

4.68 Void repairs and planned maintenance works are subject to 100% post inspections.

4.69 A repair will not qualify for inclusion in the post inspection program where works are not practicably visible or accessible e.g, drainage works.

4.70 Repairs that are certified through specific codes and standards linked to legislative and compliance activities, such as gas works, electrical works, repairs and works to fire safety systems and lifts, are not included under this policy but have separate auditing and inspection arrangements.

Policy statements

Rechargeable repairs

4.71 Repairs carried out that will be subject to an insurance claim. Residents, their family members, and any visitors to their home are responsible for any damage caused to the property, either deliberately or through neglect.

4.72 ISHA aims to make sure that all residents, leaseholders, and commercial residents are aware of their obligations not to damage or neglect ISHA property and that they are responsible for damage caused by their children, pets, and visitors. This will be formally agreed when the Tenancy Agreement is signed.

4.73 Damage that can be classed as rechargeable is, for example, but not exclusively:

- damage to sinks and toilets
- broken windows and doors
- floods from washing machines
- lost keys.

4.74 Where damage or neglect has occurred (for which the resident is responsible), then the resident can arrange for the damage to be repaired themselves; however, if this does not meet current health and safety, building regulation requirements or in the case of gas and electricity, the current legislation, ISHA will carry out further works and charge the resident the additional costs. In addition, ISHA will not be liable if a resident has installed a defective system, fixtures, or fittings without permission.

4.75 ISHA may carry out and charge for repairs considered necessary for health and safety reasons or in situations of emergency, arising from the misuse of the property. This does not include repairs undertaken because of fair wear and tear.

4.76 These charges will continually be reviewed in line with current operating costs for the service area and updated in the resident recharge and service cost policy.

Compensation, goodwill, and sundry payments

4.77 Further details can be found in the compensation guidelines, where ISHA constantly strive to improve the services it provides and aims to resolve problems quickly and effectively to the residents' satisfaction and within agreed timescales and to:

- apologise where service failure has been identified and, where appropriate follow this up in writing
- aim to resolve claims for compensation, goodwill, or sundry payment within a reasonable timescale
- learn from mistakes and change the way services are delivered as a result and provide feedback to individuals / other residents via the website and regular publications
- endeavour to keep the running costs of the compensation scheme to a minimum and ensure value for money for ISHA residents
- comply with any recommendations to award compensation from the Housing Ombudsman.

Improvements by residents

4.78 ISHA recognises that residents will want to make alterations and improvements to their homes. Where requests are reasonable, they will not be refused. However, written permission must be obtained if residents wish to conduct any improvements, including.

- Decorate any part of the outside of their home.
- Make any structural changes or additions to the property.
- Erect a shed, garage, or any other external construction.
- Remove, add, or alter any part of a fence or garden wall.
- Add to or change or replace any fixtures and fittings provided by ISHA.
- Put up a satellite dish, television, radio, or amateur radio aerial.
- Fit tiles to walls or floors.
- Alter the electrical, gas, heating or water installations, including having a water meter installed.
- Install laminate or vinyl flooring.

4.79 ISHA will not unreasonably refuse permission for such improvements or changes, but may impose conditions. If required, planning permission, building regulations approval or any other permission must be obtained before starting the work.

Gardens

4.80 The maintenance of gardens within dwellings is the responsibility of the residents. Where communal facilities are offered, then grounds maintenance will be carried out via the association and charged to the residents via a service charge.

uPVC frame and window cleaning

4.81 The cleaning of uPVC window frames and glass within windows is not the responsibility of the association. Where cleaning is required within a communal area, this may be maintained via a service charge to the residents within that block.

Adaptations

4.82 ISHA is committed to meeting the needs of its residents for independence, privacy, and dignity. We aim to help people continue to live independently and comfortably in their homes for as long as possible, with the minimum intrusion or intervention.

4.83 A budget is allocated for carrying out adaptation works each year, and, in addition, grant applications will be made for Disabled Facilities Grants from the Local Authority wherever possible. This ensures that the maximum possible number of adaptations can be carried out. We will ensure our processes are cost-effective and represent value for money.

Vinyl or laminate flooring

4.84 All reasonable care is taken with the resident's floor coverings when undertaking a repair. However, some floor coverings, in particular vinyl and laminate flooring, are susceptible to damage if they must be removed to undertake a repair. In these instances, ISHA will not be liable for the cost of replacement unless our actions have been negligent. Floor covering that has been supplied by ISHA as part of the improvement program will only be provided once, and when ready for replacement, this will be the responsibility of the resident.

Gifted items

4.85 Any items that are gifted to the resident, usually at the start of a tenancy, will require the resident to sign an agreement that explains future maintenance and replacement of the items is their responsibility.

Locks and key replacement

4.86 The security of residents is a basic requirement for the association to provide. All doors will be to the secure by design standard with 5-lever locks to main external doors and window locks to all windows. The resident will be provided with a set of keys to all relevant locks within the property. The association does not hold keys for any occupied dwellings or buildings.

4.87 If a lock is faulty, then the association will arrange for a repair where necessary. Where keys are lost or mislaid by the resident, then it is the responsibility of the resident to replace the locks or gain access to the property. The association does not provide a locksmith service out of hours.

5. DUALITY OF INTERESTS

- ISHA will seek to ensure that none of its committee members, officers or employees has a personal financial interest in companies with which ISHA has contracts by requesting disclosure of such information when a contractor applies to be included on the approved list.

6. CONSULTATION

6.1 This policy has been presented to the Leadership Team for consultation prior to Property Investment Committee approval.

7. REVIEW

7.1 This policy will be reviewed at least every three years or following any significant change.

Reference	Version	Created	Author	Review	Leadership Team approved
Repairs and maintenance policy	5	April 2026	Rob Welsh, Head of Assets and Repairs	April 2027	April 2026