



HONEYCOMB  
GROUP

**Repairs and Maintenance  
Policy**

# Repairs and Maintenance Policy

Who's this for?	Honeycomb Group including subsidiaries
Version control – document status/implementation date	Final V.2 To be implemented March 2025
Consultation with stakeholders – please list	Executive Team, Repairs Focus Group
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Data Protection Assessment (by DPO) & date	27 Feb 2025
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Review required	5 years from approval date (or annual)
Owner (Executive Lead)	Executive Director of Operations
Reviewed by:	Executive Team 13.3.25
Approved by:	Customer Services Committee xxxxxx

## Document Revision History

Version	Date	Description of Change	Author
1.0			

## Introduction and Purpose

As a landlord, Honeycomb Group (Honeycomb) is responsible for the repair and maintenance of our homes, communal blocks, and other properties we own and manage.

## Policy Aims and Objectives

The key objective of this policy is to ensure our Board, Executive Team, Employees, Partners, and Customers are clear on our legal and regulatory property safety obligations with regards to property repairs and maintenance. This Policy provides the framework our staff and partners will operate within to meet these obligations.

This Policy forms part of our wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy).

The Policy aims to deliver the repairs and maintenance requirements as set out above, by utilising the Honeycomb Group scope of works reference document – referred to in the linked procedures section.

## Policy detail

This Policy is relevant to all our Employees, Customers, Contractors, Stakeholders, and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services.

The policy should be used by all to ensure they understand the obligations placed upon Honeycomb to maintain a safe environment for customers and employees, within the home of each customer, and within all communal areas of buildings and other properties we own and/or manage. Adherence to this Policy is mandatory.

This Policy is specifically for use and implementation by the Property Team.

## Regulatory Standards, Legislation, and Approved Codes of Practice

- **Regulatory standards** – We must ensure we comply with the Regulator of Social Housing’s Regulatory Framework and Consumer Standards for Social Housing in England; the Safety and Quality Standard is the primary one applicable to this policy.
- **Guidance** – The principal guidance applicable to this policy is: Decent Homes Standard, Housing, Health and Safety Rating System (HHSRS)
- **Sanctions** – Failure to discharge our responsibilities and obligations properly could lead to sanctions, including: prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution

under the Corporate Manslaughter and Corporate Homicide Act 2007; and via a regulatory notice from the Regulator of Social Housing.

- **Additional Legislation** - This policy also operates within the context of the following legislation:
  - Health and Safety at Work Act 1974
  - The Management of Health and Safety at Work Regulations 1999
  - The Workplace (Health, Safety and Welfare) Regulations 1992
  - The Building Safety Act 2023
  - Health and Safety (Safety Signs and Signals) Regulations 1996
  - Provision and Use of Work Equipment Regulations 1998
  - Construction (Design and Management) Regulations 2015
  - Landlord and Tenant Act 1985
  - Homes (Fitness for Human Habitation) Act 2018
  - Awaab's Law 2023
  - UK General Data Protection Regulation (UK GDPR)
  - Data Protection Act 2018

## Key Roles and Responsibilities

The Board has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with legislation and regulatory standards.

For assurance that this policy is operating effectively in practice, the Board will receive regular updates on its implementation and performance.

The Executive Director of Operations has strategic responsibility for the management of Repairs and Maintenance and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.

The Head of Property, with support from the Asset and Contracts Manager, has operational responsibility for the management of Repairs and Maintenance, and will be responsible for overseeing the delivery of these programmes.

Neighbourhoods Team will provide support where gaining access to properties is difficult and will assist and facilitate any legal or other processes, as necessary.

## Statement of Intent

We acknowledge and accept our responsibilities to ensure a robust Repairs and Maintenance policy is in place.

We will carry out all repairs as required in line with our Repairs Scope of Works – see appendix 1.

We will ensure that there is a robust process in place for the management of immediately dangerous situations identified through the Customer Services Team (CST) triage system, property inspections and any other means available.

We will operate a robust process if there is difficulty gaining access to a property to carry out any inspections, checks and necessary works. We will use the legal remedies available within the terms of the tenancy agreement, lease, or license (such as issuing notices or taking out injunctions). Where customer vulnerability issues are known or identified, we will ensure we safeguard the wellbeing of the customer. This process will be fully supported by the Neighbourhoods Team.

We will operate effective contract management arrangements with the contractors responsible for delivering the service, including ensuring contracts are in place, conducting client-led performance meetings, and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.

Customers are allowed to carry out certain repairs on their property, within the Scope of Works guidance. Permission will need to be sought, and management of this is carried out by the Building Surveyors Team. Full records will be kept on file.

Where non permitted works are found, we will review and assess that it meets current standards, and take necessary action as required.

To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM) a Construction Phase Plan will be in place in respect of all repairs to all properties (at the start of the contract and reviewed annually thereafter), component replacement works and refurbishment projects.

## **Property Inspections**

We will carry out property inspections to review and assess property condition to inform our investment programme, and emergency and routine repairs as required.

## **Customer Involvement and Engagement**

We consider good communication essential in the effective delivery of repairs and maintenance, therefore, in accordance with our Customer Voice approach we will continue to develop our customer engagement strategy and communication programme. This will support customers in their understanding of repairs and maintenance and advise them how they can keep their homes safe and in good repair.

This will assist us in maximising our services, encourage and support customers to report any concerns about any repairs and maintenance requirements, and help us engage with vulnerable and hard to reach

customers.

We will share information clearly and transparently and will ensure that information is available to customers via regular publications and information on our website.

### **Performance monitoring & compliance**

We will report robust key performance indicator (KPI) measures for Repairs and Maintenance. These will be provided to the Executive Team and the Board on a quarterly basis. As a minimum, we will report:

➤ **Data – the total number of:**

- Repairs raised
- Repairs completed in target time
- Tenant Satisfaction Measures (TSMs)

➤ **Narrative - an explanation of the:**

- Current position;
- Corrective action required, where necessary;
- Anticipated impact of corrective actions; and
- Progress on delivery of Investment Programme

➤ **Note :**

*We currently raise repairs on an Emergency or Routine basis. Emergency warranting a 24 hour response and routine 28 days, in line with current TSMs*

Specific measures will be included in contracts as appropriate.

### **Staff Awareness**

This policy will be available on The Hive for all Staff to access.

### **Linked Policies and Procedures**

- Honeycomb Group Health and Safety Policy
- No Access Procedure
- Voids Policy
- Vulnerability Policy

### **Data Protection**

For processing, storing and sharing the personal data associated with this policy, we will ensure that it is carried out in accordance with current data protection legislation (UK GDPR and Data Protection Act 2018).

### **Review**

This policy shall be reviewed every five years, and a review may be required earlier if there is a legislative or regulatory requirement or significant change.

### **Date**

February 2025