

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name: Disrepair Policy

This policy was created to:

Set out how Honeycomb Group will prevent, identify, investigate and resolve disrepair issues in homes we own or manage. It also explains how we handle disrepair claims in a fair, lawful and proportionate way while meeting all legal and regulatory responsibilities.

What this policy covers

- All residential properties owned or managed by Honeycomb Group
- All staff, contractors and agents working on behalf of the organisation
- Social and affordable rented homes
- Reporting, managing and resolving repairs and disrepair claims
- Legal processes linked to housing condition claims

Our goals

- Provide safe, decent and well-maintained homes
- Prevent disrepair wherever possible
- Respond to repairs quickly and effectively
- Resolve issues early, avoiding legal action where possible
- Treat customers fairly, with consideration for vulnerability
- Comply with all legal and regulatory duties
- Reduce unnecessary costs and disruption for customers

Key terms

- **Disrepair:** When a property is not properly maintained as required by law, including issues affecting habitability
- **Disrepair claim:** A legal claim relating to poor housing conditions
- **Pre-Action Protocol:** Legal guidance that sets out steps to follow before going to court

- **Expert / Single Joint Expert:** A qualified professional who assesses housing conditions and provides reports

Our approach

- Invest in homes and maintain standards through planned maintenance and inspections
- Make it easy for customers to report repairs (phone, email, digital channels)
- Prioritise repairs based on risk and impact
- Keep clear records and communicate regularly with customers
- Investigate disrepair quickly and fairly
- Work to resolve issues without legal action wherever possible
- Take vulnerability into account and make reasonable adjustments
- Work with support services where needed
- Require reasonable access to carry out repairs
- Take legal action only as a last resort if access is repeatedly refused

Legal compliance

We follow all relevant laws and guidance, including:

- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Housing Act 2004
- Environmental Protection Act 1990
- Pre-Action Protocol for Housing Conditions Claims
- Regulator of Social Housing standards
- Housing Ombudsman requirements

We also ensure:

- Repairs are not delayed due to rent arrears
- Legal timescales are met when handling claims
- Litigation is used only as a last resort

Performance monitoring

We regularly review:

- Number and type of disrepair cases
- Timescales for completing repairs
- Costs and outcomes of claims
- Trends and repeat issues

We use this information to improve services, housing quality and customer experience.

Data protection

All personal data relating to disrepair cases is handled in line with:

- UK GDPR
- Data Protection Act 2018

Information is stored securely and only used where necessary.

Review

- This policy is reviewed every 3 years
- It may be reviewed earlier if there are changes in law, regulation or operations

Date of Policy: March 2026