

# Southward Housing Co-operative

## Repairs and Maintenance Policy

Approved by committee at the General Meeting 03/02/2026

### Definitions

- Southward Co-op: The Co-operative
- Tenant: Member and resident of Southward Co-op
- Property: The unit occupied by the Tenant
- Estate: Communal and external parts of the Properties
- Budget: Annually approved expenditure for the financial year

### Aim of the Policy

To clarify responsibilities, services, quality standards, and timescales for maintaining Properties and the Estate, ensuring safe, decent homes and value for money in line with the Regulator for Social Housing's consumer standards and English law.

## 1. Responsibilities

### Tenant Responsibilities

- Keep the Property (including doors, windows, walls, fixtures, and fittings) clean and tenantable.
- Report any disrepair or defects promptly using the methods outlined in this policy.
- Make good any damage caused by the Tenant, household members, or visitors.
- Pay reasonable costs for repairs necessitated by misuse or negligence.
- Obtain written consent before making structural changes or external alterations (including satellite dishes).
- Arrange access for repairs and inspections.
- Maintain any installations added by the Tenant.

### Co-op Responsibilities

- Maintain and redecorate common areas and keep them in good condition.
- Keep roofs, external parts, and main structures in good repair.
- Inspect Properties every three years and carry out necessary works.
- Maintain boundary fences, grounds, paths, and walls.
- Complete repairs within stated timescales after written notification.

- Insure buildings against fire and public liability (excluding personal possessions).
- Maintain water, electricity, and gas supply where legally possible.
- Ensure repairs are carried out professionally and safely.

## **2. Categories of Repairs & Target Times**

### **Emergency (within 24 hours):**

- Dangerous electrical faults
- Burst water pipes
- Internal sewage overflow
- Total loss of water supply
- No heating in winter
- Security risks to doors/windows

### **Urgent (within 3–5 days or up to 2 weeks):**

- No hot water
- Roof leaks
- Water penetration through doors/windows
- Partial loss of electricity or water
- Serious damp and mould causing health risks

### **Routine (within 6 weeks):**

- General building repairs
- External works (fences, gates)
- Non-hazardous floor/path repairs

### **Exceptions:**

Gas leaks must be reported to National Gas Emergency (0800 111 999).

Timescales may vary for specialist work, major works programs, or tenant needs.

Standard repairs may be deferred if they are intended to be part of a forthcoming major works programme.

## **3. Reporting Repairs**

### **Standard and urgent repairs:**

- Report to Maintenance Officer via Mobile 07907 361 333
- or email [admin@southwardhousing.co.uk](mailto:admin@southwardhousing.co.uk)
- or via maintenance form (obtained by the maintenance officer)

**Emergency repairs:**

- Report to Maintenance Officer via Mobile 07907 361 333
- or email [admin@southwardhousing.co.uk](mailto:admin@southwardhousing.co.uk)

**4. Damp and Mould Management****Purpose:**

To protect tenant health and maintain property standards by preventing and addressing damp and mould promptly and effectively. Refer to separate damp and mould procedure.

**Co-op Responsibilities:**

- Investigate reports of damp and mould within 5 working days of notification.
- Identify the cause (e.g., structural issues, leaks, ventilation problems) and arrange remedial works within the appropriate repair category timescales.
- Provide temporary measures where necessary to reduce health risks until permanent repairs are completed.
- Ensure contractors use safe, approved methods for mould removal and prevention.
- Monitor affected properties after repairs to confirm resolution.

**Tenant Responsibilities:**

- Report signs of damp or mould immediately to the Maintenance Officer.
- Maintain reasonable ventilation and heating to reduce condensation (e.g., using extractor fans, opening windows where safe).
- Avoid practices that exacerbate damp (e.g., drying clothes on radiators without ventilation).
- Cooperate with inspections and allow access for remedial works.

**Health and Safety:**

- Cases involving severe mould or health risks will be treated as urgent repairs (within 3–5 days) or emergency if causing immediate danger.
- Tenants experiencing health issues related to damp or mould should inform the Co-op promptly for prioritization.

**Escalation:**

If damp or mould persists after remedial works, tenants may escalate complaints

through the standard process: Maintenance Officer → Maintenance Sub-Committee → Management Committee → Housing Ombudsman.

## **5. Safety Checks**

- Annual gas servicing and five-year electrical checks by qualified contractors.
- Tenants must provide access after reasonable notice (minimum 48 hours).

## **6. Access**

- Co-op will give reasonable notice (aiming for 7 days) for works and inspections.
- Tenants must allow access or move items that impede works.
- Refusal of access may invoke tenancy agreement clauses.

## **7. Role of the Maintenance Officer and Maintenance Sub-Committee Maintenance Co-ordinator**

The Maintenance Officer is the first point of contact for a repair. They are responsible for:

- organising efficient and cost-effective day-to-day repairs
- liaising with Tenants on repairs and works on their homes
- liaising with Tenants on external works within the properties
- providing regular reports on; works undertaken, performance standards and progress against budget
- developing and managing a programme of cyclical works
- developing and managing a programme of forward planned works

## **Maintenance Sub-Committee**

While the Management Committee holds overall responsibility the maintenance works within the co-operative, the maintenance sub-committee supports and monitor works and spend, in co-junction with the Treasurer and reports back to the Management Committee.

The Maintenance Officer will work with the Maintenance Sub-Committee in developing and managing programmes of cyclical and planned works. The Maintenance Officer may also attend meetings of the Management Committee.

## **8. Authorisation & Financial Limits**

- The Maintenance Officer shall have delegated responsibility to authorise routine maintenance up to an estimate of **£500 (excl. VAT)** for any works project or for any one property so long as the expenditure does not breach the Co-operative's approved maintenance budget. For this purpose, the budget is to be split into 4 equal quarterly segments. Once the quarterly maintenance budget is exhausted the maintenance officer must obtain the Committee's

approval for any additional expenditure. The Maintenance officer should maintain a record of all maintenance works giving details of the address of the property, the nature of the works and the invoiced cost.

- **£1,000 to £3,000 (excl. VAT)** - Works, supplies or other services expected to cost more than £1,000 but less than £3,000 (excl. VAT) need prior committee approval and, though a written quotation is not essential, the ordering officer must obtain a verbal estimate prior to seeking such committee approval and requesting the supply.
- **£3,000 to £10,000 (excl. VAT)** - Works, supplies or other services likely to cost between £3,000 and £10,000 (excl. vat) are to be made subject to at least 3 written quotations. For the avoidance of confusion, for this purpose, the replacements of the same type of component estimated to cost less than £3,000 per component but more than £3,000 in total to any one contractor must also be subject to 3 written quotations or if more than £10,000 subject to the formal tender process as outlined below
- **Over £10,000 (excl. VAT)** - Works, supplies or other services likely to cost more than £10,000 (excl vat) are to be made subject to the Co-operative's full tender policy. For the avoidance of confusion, for this purpose, the replacements of the same type of component estimated to cost less than £10,000 per component but more than £10,000 in total to any one contractor must also be subject to the formal tender process.

## **9. Noise & Disturbance**

- Works allowed:
  - Weekdays: 8am–6pm
  - Saturdays: 9am–2pm
  - No works on Sundays/Bank Holidays (except emergencies)

## **10. Approved Contractors**

- Co-op will maintain a vetted list of reputable contractors.
- Poor performance or policy breaches will result in removal from the list.

## **11. DIY by Tenants**

- Minor repairs are allowed with prior written authorisation from the management committee.
- Requests to carryout DIY must be submitted to the management committee first and the maintenance officer will inspect the proposed works. Tenants will not be authorised to undertake large works

- Any damages caused during the work will have to be made good by the tenants contractor
- Tenants will be responsible for the repairs following works they have undertaken in the property
- No electrical, gas, or plumbing works permitted.

## **12. Tenant responsibility for repair costs**

- If any repair is thought to be the Tenant's responsibility through negligence, abuse, misuse or involves the Tenant's own equipment / installations (eg washing machines.) the Maintenance Officer then a note of the repair/cost will be passed to the management committee and the Maintenance Officer and a member of the Management Committee shall inspect the works and make a decision on responsibility.

## **13. Standards & Complaints**

- Works must meet Co-op quality standards and provide value for money.
- Tenants should report dissatisfaction immediately either verbally or in writing to the Maintenance Officer.
- Escalation: Maintenance Sub-Committee → Management Committee → Housing Ombudsman.

## **14. Monitoring**

- Management Committee will monitor performance against targets and investigate failures.

Policy to be reviewed yearly or when legislation changes