YMCA
NORTH TYNESIDE

Repairs & Maintenance Policy for Supported Accommodation

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1. Purpose

YMCA North Tyneside is committed to fixing repairs quickly, keeping your home safe and warm, and providing reliable maintenance services.

We promise to keep all properties in good condition, safe, dry, and comfortable, going beyond basic legal requirements.

Our goals are to keep your home safe, respond to repairs quickly, treat residents fairly, fix emergency issues straight away, and listen to your feedback.

We aim to give you a clear, easy-to-understand repairs service that protects your home and keeps you safe. We will:-

- Make clear who is responsible for each repair.
- Carry out repairs quickly and properly.
- Keep high standards of customer care.
- Regularly check performance to improve services.

2. Scope

This policy covers all supported housing owned or run by YMCA North Tyneside.

It applies to all day-to-day repairs, regular safety checks, and planned improvement works. This includes your private room, shared spaces, and the outside grounds.

The rules and responsibilities in this document apply to everyone. This means residents, YMCA North Tyneside staff, our managing agents, and the repair workers (contractors) who visit to fix things.

3. Definitions

Responsive Repairs: Day-to-day fixes that happen when you or a staff member report a problem, a breakdown, or damage. We group these into Emergency, Urgent, Routine, or Major/Complex repairs.

Cyclical Maintenance (Regular Safety Checks): Planned, regular servicing to keep you safe and make sure we follow the law. Examples

include annual gas safety checks, testing fire alarms, and checking the electrics.

Planned Maintenance / Home Improvements: Scheduled work to replace or upgrade parts of the building before they break down completely, like fitting a new boiler, roof, or kitchen.

Communal / Shared Areas: Parts of the building or grounds that all residents use, such as hallways, stairs, shared kitchens, living rooms, and gardens.

Aids and Adaptations: Small changes or equipment added to your home (like grab rails or special taps) to help you live safely and comfortably if you have a disability or mobility issue.

TSMs (Tenant Satisfaction Measures): A scoring system used by the government's housing regulator to check how well we are doing. It measures things like how fast we do repairs, how safe the properties are, and how happy you are with our service.

4. Roles and Responsibilities

We are responsible for maintaining and repairing:-

- Outside and Structure: Roof, walls, outside doors, windows, gutters, and paths.
- Heating and Water: Boilers, radiators, gas pipes, electric wiring, sockets, and hot water.
- Sanitation: Sinks, baths, toilets, taps, and drains.
- Shared Areas: Hallways, stairs, shared kitchens, fire doors, and communal lighting.
- Safety Equipment: Smoke alarms, carbon monoxide detectors, and fire alarms.
- Damp and Mould: Fixing structural damp, mould, leaks, and ventilation issues.
- Furniture & White Goods: Providing good quality and functioning furniture and white goods e.g. fridge, freezer, oven, washing machines etc.

You are responsible for:-

- Reporting repairs, leaks, or mould quickly to staff.
- Giving staff and repair workers access to your home when needed.
- Keeping your home reasonably clean and tidy.

- Changing lightbulbs or plug fuses where safe to do so.
- Keeping fire doors and escape routes clear of belongings.
- Taking care not to cause damage to the property or furniture.
- Caring for your home in line with the terms of your tenancy agreement.

5. Main Body of Policy

Repairs Categories and Target Timescales:

Emergency Repairs (Within 24 Hours)

- Repairs involving an immediate risk to life, health, or safety (such as major leaks, loss of power or heating, carbon monoxide hazards, or severe damp and mould) are investigated and made safe or temporary rehousing arranged within 24 hours. Though it may take longer to perform a full repair - see other categories and target timescales.

Urgent Repairs (Within 5 Working Days)

- Issues affecting daily living and comfort that are not immediately dangerous (such as plumbing faults).

Routine Repairs (Within 28 Days)

- Minor non-urgent repairs that cause no immediate safety risk (such as minor woodwork, door handles, or garden gates).

Major/Complex Repairs (Within 60 Days)

- Often we will need to make a temporary repair and then arrange a full repair at a later date especially if it is a large or complex job.

We may need to enter your home for urgent repairs. For routine visits, we will give you notice and agree on a suitable time whenever possible. Giving our staff and contractors access to your home is essential so that we can make repairs promptly.

Damp & Mould

- We take a zero-tolerance approach to damp and mould. Reports are investigated promptly to identify and resolve root structural causes without assuming resident responsibility. Please see our dedicated Damp & Mould Policy for full details.

Reporting repairs You should report repairs to your support worker: in-person or by the phone number or email address you have for your support worker (or the support work office).

How to report repairs

Contact your Support Worker, Housing Officer or Maintenance Operative in-person using the contact details provided on your notice board or in your welcome pack information. You will also find the out of hours emergency repair number.

Or contact us in writing via email: maintenance@ymcanorthtyneside.org

Cyclical Repairs & Maintenance

The safety and well-being of our tenants is a fundamental objective. We will undertake periodic inspections and testing within all areas of our homes. Any required works that are identified will be carried out.

YMCA North Tyneside will maintain and carry out regular planned inspections and testing of all health and safety components within homes, including gas heating systems, electrical circuits, lifts etc in accordance with current legislation, Health & Safety guidelines and other appropriate industry standards.

Aids, Adaptations and Improvements

YMCA North Tyneside Housing offers aids and adaptations and delivers home improvements to residents living in our homes, where needed.

Minor aids and adaptations

We can arrange minor adaptations quite quickly. You can request the changes yourself or be referred by a family member, a support worker or your GP. Minor adaptations include things such as:

- Grab Rails
- Stair Bannister Rail
- Lever Taps

Major aids and adaptations

You must make any requests for major adaptations to your Local Authority's Social Services Occupational Therapy Team. The alterations cannot be structural, such as through-floor lifts or extensions. YMCA North Tyneside will not fund any major aids and adaptations works.

Home Improvements

Providing something new or upgrading what is already there, these are large replacement items such as kitchen renewals, window replacements, renewing boilers, wiring or retiling roofs, etc. They enhance the quality of the building and improve the living conditions within the properties. YMCA North Tyneside or its managing agents shall select the appropriate contractor to carry out repair and improvement from time to time.

6. Related Policies

- Asbestos Management Policy
- Fire Safety Policy and Emergency Protocols
- No Smoking and Vaping at Work Policy
- Electrical Safety at Work Policy
- Waste Management Policy
- Damp and Mould Policy

7. Relevant UK Legislation

- Regulator for Social Housing (RSH) Transparency, Influence and Accountability Standard - Social Housing Regulation act 2023
- Homes (Fitness for Human Habitation) Act 2018 and Awaab's Law (Social Housing Regulation Act 2023 / LTA 1985 S9A, S10 & S10A).
- Consumer Rights Act 2015 and the RSH Neighbourhood and Community Standard.
- Insurance (Occupiers' Liability Act 1957): Occupiers' Liability Acts 1957 & 1984.
- Building Safety Act 2022.
- Gas Safety (Installation and Use) Regulations 1998 & (Amendment) Regulations 2018 - RSH Safety and Quality Standard.
- Statutory Nuisance (Environmental Protection Act 1990): Environmental Protection Act 1990 (Part III) - Anti-social Behaviour, Crime and Policing Act 2014.
- Electrics (Electrical Safety Regs 1994): Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020.
- Control of Asbestos Regulations 2012: Control of Asbestos Regulations 2012 - HSE ACoP L143.
- Fire Safety (Regulatory Reform Order 2005) Extended by the Fire Safety Act 2021, Fire Safety (England) Regulations 2022, and the Building Safety Act 2022.

- Standards (HHSRS 2004): Reformed Decent Homes Standard (DHS2) and the consolidated HHSRS framework.
- Supported Housing (Regulatory Oversight) Act 2023 (SHROA) and Supported Housing (Licensing) (England) Regulations.

8. Monitoring and Review

The organisation is dedicated to ensuring our policies and procedures remain relevant, compliant and effective.

This policy will be reviewed annually or more often if significant changes in legislation, regulations, risks or operations occur or if monitoring reveals a need.

Repair performance and tenant satisfaction are tracked and published annually via Tenant Satisfaction Measures (TSMs) in accordance with Regulator of Social Housing (RSH) standards.

The Maintenance and Facilitates Team will oversee this process, and any necessary updates will be clearly documented, communicated and promptly implemented.

Revisions

This section details all significant changes and updates made to this policy document.

Revision Number	Date of Revision	Description of Change
1		New Policy