

Repairs and Maintenance Policy

1. Introduction

The purpose of this policy is to ensure that all properties owned and managed by The Stoll Foundation are maintained to a high standard.

The policy sets out the principles, procedures, and standards for delivering repairs and maintenance services to residents, ensuring that homes are safe, secure, and habitable. It aims to provide a clear framework for how repairs and maintenance requests will be managed, prioritised, and completed in a timely, cost-effective, and efficient manner.

2. Scope

2.1 This policy applies to all residential properties owned or managed by The Stoll Foundation, including:

- The Stoll Foundation houses and flats
- Sheltered housing and supported living properties
- Communal areas in multi-occupancy buildings
- Other properties managed by The Stoll Foundation

2.2 This policy covers:

- Routine repairs: General repairs needed to maintain properties in a safe, habitable condition.
- Emergency repairs: Urgent repairs required to address safety concerns or prevent further damage.
- Planned maintenance: Regular, scheduled maintenance activities to prevent the need for future repairs.
- Capital improvements: Major works to improve or upgrade properties beyond basic maintenance.

2.3 Compliance with this policy is mandatory for all employees and contractors.

3. Terms and definitions

3.1 The Stoll Foundation is committed to complying with all relevant legislation and guidance, including:

- The Housing Act 2004 (Housing Health and Safety Rating System - HHSRS)
- The Landlord and Tenant Act 1985 (Section 11 – Repairs)

- The Building Act 1984
- The Health and Safety at Work Act 1974
- The Social Housing Regulations Act 2023
- The Gas Safety (Installation and Use) Regulations 1998
- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
- The Fire Safety Order 2005
- The Energy Performance of Buildings (England and Wales) Regulations 2012

4. Policy principles

- Resident-centred service: We are committed to providing a responsive, transparent, and accessible service for residents, ensuring that repairs are carried out promptly and with minimal disruption.
- Health, safety, and comfort: The safety and well-being of our residents is paramount. Repairs will be completed in a way that ensures properties remain safe, comfortable, and habitable.
- Quality and standards: All repairs will be completed to the highest standards, adhering to relevant regulations and industry best practices.
- Timeliness: We will aim to complete repairs within the agreed timescales, with specific target response times based on the type and urgency of the repair.
- Sustainability: We will consider energy efficiency and environmental sustainability when undertaking repairs and planned maintenance.
- Value for Money: We are committed to delivering repairs and maintenance services that offer good value for money, ensuring that resources are used efficiently.

5. Responsibilities

5.1 The Stoll Foundation are responsible for:

- Ensuring that repairs and maintenance are carried out in line with this policy and relevant legislation.
- Ensuring timely and effective delivery of all repair services, including emergency, urgent, and routine repairs.
- Coordinating with contractors, suppliers, and other partners to deliver repairs and maintenance.
- Communicating effectively with residents regarding repair requests, timelines, and progress updates.
- Regularly inspecting properties to identify and address potential maintenance issues before they require urgent attention.
- Monitoring resident satisfaction with repairs and maintenance services and making improvements based on feedback.
- Ensuring all certification is undertaken as per statutory requirements

5.2 The Stoll Foundation residents are responsible for:

- Reporting repairs promptly to us and providing all necessary details for the repair to be completed efficiently.

- Allowing access to the property for repairs to be carried out, at times agreed upon in advance with due reasonable notice given (apart from in case of an emergency, where we will need to enter immediately).
- Allowing access to the property to carry out statutory certification activities as required
- Maintaining the property in a reasonable condition, ensuring that minor maintenance tasks (e.g., changing light bulbs, cleaning filters) are handled where possible (as long as the resident is physically able to do so).
- Notifying The Stoll Foundation of any changes that may affect their ability to allow access or complete necessary repairs.

5.3 Our contractors are responsible for:

- Carrying out repairs and maintenance work to the required standards, within agreed timeframes, and in compliance with relevant health and safety regulations.
- Communicating with residents about the work to be done, ensuring they are aware of how long the work will take and what is involved.
- Reporting any issues or concerns about the repair work that may impact resident safety or satisfaction.
- Providing feedback to The Stoll Foundation regarding any further works required.

6. Policy Statement

6.1 Emergency repairs are required to prevent immediate danger to the health, safety, or security of residents, or to prevent further damage to the property. These repairs will be completed as soon as possible, usually within 4 hours. Examples include:

- Gas leaks
- Burst pipes or major water leaks
- Electrical faults that pose a risk of fire
- Loss of heating or hot water in winter
- Fire damage or blocked fire exits
- Failure of entry systems (e.g., in high-rise buildings)

6.2 Urgent repairs are those that need to be completed promptly, but do not pose an immediate risk to resident safety or property. These repairs will typically be completed within 24 hours. Examples include:

- Broken windows (where security is compromised)
- Roof leaks (not causing immediate flooding)
- Blocked drains causing inconvenience
- Loss of heating or hot water during warmer months

6.3 General repairs are those where there is an urgency to repair, but where there is a viable alternative. These repairs will typically be completed within 5 working days. Examples include:

- Internal door repairs or replacements
- Faulty kitchen units or worktops

- Tiling repairs (not causing leaks)
 - Repairing/replacing taps that are dripping or stiff
- 6.4 Routine repairs are less urgent but will still be addressed in a timely manner, typically within 20 working days. These include:
- Repairing damaged doors, locks, or windows
 - Replacing or repairing worn-out flooring
 - Minor plumbing repairs (e.g., taps, toilets, sinks)
 - Electrical repairs (e.g., light fittings, sockets)
- 6.5 Planned maintenance is preventive in nature, aimed at maintaining or improving the overall condition of properties. This includes:
- Routine servicing (e.g., boiler servicing, fire alarm testing)
 - External and internal painting
 - Gutter cleaning and roof inspections
 - Periodic checks on heating systems, electrical systems, and plumbing
- 6.6 Capital improvements are significant works or upgrades that go beyond basic repairs and maintenance. These improvements enhance the quality, safety, and energy efficiency of the property and maintain compliance with the Decent Homes Standard. Examples include:
- Full kitchen or bathroom replacements
 - Energy efficiency upgrades (e.g., insulation, double glazing)
 - Major structural works (e.g., roof replacement, damp-proofing)
 - Installation of fire safety systems (e.g., fire doors, sprinklers)
- 6.7 Our residents can report repairs using the following channels:
- Online Portal: Residents can report a repair through our online portal MyTenancy and can create an account by visiting website
 - Phone: Residents can report a repair by calling us on general contact number
 - Email: residents can also report issues by emailing us at repairs@stoll.org.uk
 - In person: Residents can report a repair by visiting reception, or when they are speaking to a member of our team
- 6.8 We will acknowledge/triage all repair requests within one working day (excluding weekends) and advise of appointments. In case of emergencies over the weekend, residents should call 020 7385 2110.
- 6.9 We will keep residents informed if there are delays or changes to repair schedules using their preferred communication method.
- 6.10 We will notify residents once repairs are completed and ask for feedback on the service.

6.11 We are committed to meeting the following service standards:

- Emergency Repairs: Completed within 4 hours.
- Urgent Repairs: Completed within 24 hours.
- General Repairs: Completed within 5 working days.
- Routine Repairs: Completed within 20 working days.
- Planned Maintenance: Completed as per the scheduled maintenance plan available on our website.

6.12 We will monitor resident satisfaction with our repair services through:

- Post-repair surveys to gather feedback on service quality, timeliness, and overall satisfaction.
- Tenant Satisfaction Measures (TSMs)
- Regular resident consultation to assess needs and expectations regarding repairs.
- Any complaints received from residents who are dissatisfied with repairs or maintenance services.

6.13 We will review our contractors regularly to ensure that they meet the standards and performance outlined in their contracts. Performance monitoring will include (but is not limited to):

- Quality of work
- Compliance with timeframes
- Health and safety compliance
- Customer service standards
- Resident satisfaction
- Complaints

7. Monitoring and review

7.1 This policy will be reviewed on a three yearly cycle, unless there is a business need, or a change in legislation or regulation which prompts an earlier review.

7.2 We will publish this document on our website and our intranet to ensure visibility and access for staff and residents.

7.3 We will provide training to staff who have responsibility for implementing the policy to ensure that it is understood.

7.4 As this is a resident facing policy, we will review the effectiveness of the policy with our involved customers one year from the implementation of the policy.

8. Related documents

8.1 Health and Safety Policy

8.2 Gas Safety Policy

8.3 Fire Safety Policy

8.4 Asbestos Policy

- 8.5 Damp, Mould and Condensation Policy
- 8.6 Electrical Safety Policy
- 8.7 LOLER Policy
- 8.8 Legionella Management Policy
- 8.9 Safeguarding Adults and Children Policy

9. Governance

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Policy Owner	Aysha Holbrook		
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