

How We Maintain and Invest in Our Homes

We are responsible for maintaining our homes and ensuring that they remain safe, secure and suitable for our tenants.

We use a combination of regular inspections, repairs information and information about the condition of our properties to help us understand where maintenance and investment may be needed.

Responsive repairs

Responsive repairs are repairs that arise during the day-to-day use of a home.

Tenants can report repairs directly to us, through their Housing Officer, through their support provider where applicable, or a repair may be identified during one of our regular health and safety inspections.

All reported repairs are reviewed and prioritised according to their urgency. The work may be completed by our internal maintenance team or by an appropriately qualified contractor, depending on the type of repair.

Planned maintenance

As well as responding to individual repairs, we plan maintenance and investment in our homes.

Planned maintenance involves work to building components and facilities where work may be required because of age, condition, wear and tear or the need to maintain the safety and quality of our homes.

Our planned maintenance programmes may include:

Area	Examples of work
Kitchens	Repairs, refurbishment or replacement where required
Bathrooms	Repairs, refurbishment or replacement where required
Heating Repairs,	replacement and improvement of heating systems
Electrical installations	Planned works arising from inspections and condition information
Roofs	Repairs and replacement of roofing components where required
Windows and doors	Repairs, maintenance and replacement where required
External areas	Repairs and maintenance to the external fabric of our homes
Communal areas	Maintenance and improvement of shared areas where applicable
Energy efficiency	Improvements to the energy performance of our homes where appropriate

How do we understand the condition of our homes?

We use several sources of information to help us understand the condition of our housing stock.

Stock condition surveys

We undertake stock condition surveys to provide information about the age, condition and expected remaining life of key components within our homes.

This information helps us identify where maintenance or replacement may be required and supports the development of our planned maintenance programmes.

Weekly health and safety inspections

Our Housing Officers undertake weekly health and safety inspections of our homes.

These inspections provide an opportunity to identify defects, maintenance issues or other concerns that may require attention.

Where an issue is identified, the appropriate action is taken. This may include raising a responsive repair, arranging further investigation or referring the issue for consideration as part of planned maintenance.

Repairs and maintenance information

Information from repairs and maintenance activity provides an additional source of information about the condition of our homes.

As our asset management approach develops, we continue to improve how information from repairs, inspections and stock condition surveys is used to inform future maintenance and investment decisions.

How do we decide what maintenance is needed?

We consider the information available to us when identifying maintenance and investment requirements.

This includes:

- the condition and age of building components;
- information from stock condition surveys;
- findings from health and safety inspections;
- statutory inspection and compliance requirements;
- repairs and maintenance issues identified in our homes;
- the level of risk associated with a particular issue; and
- available resources and planned investment.

Safety and statutory requirements will always be an important consideration when determining what work is required and how it should be prioritised.

Monitoring recurring problems

We record repairs and maintenance activity

This allows us to identify information such as repeated repairs, outstanding work and recurring issues.

we use this information alongside our stock condition and inspection information to help identify where a recurring repair may indicate that a larger planned maintenance intervention is required.