

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name: Disrepair Policy

This policy was created to:

Make sure our homes are safe, well-maintained, and meet legal standards. It explains how we deal with repairs and what happens if repairs aren't done properly.

What this policy covers

This policy explains:

- What “disrepair” means
- How customers can report problems
- How we handle disrepair claims
- What we do to keep our homes in good condition
- Our legal duties around repairs

Our goals

- Prevent disrepair by doing timely and effective repairs
- Make empty homes ready and safe before new tenants move in
- Deal with repair claims fairly and quickly
- Work closely with customers and repair contractors

Key terms

- **Disrepair:** When a home is damaged or not maintained properly—like damp, broken heating, or unsafe structures.
- **Disrepair claim:** When a customer asks for repairs or compensation because their home is not in good condition.
- **Pre-Action Protocol:** A legal guide we follow before going to court for disrepair cases.
- **Expert:** A trained, independent person who checks the home and writes a report about the condition.

Our approach

- Regularly inspect and repair our homes to meet decent standards
- Record all contact and repair work
- Let customers report problems by phone, email, or letter
- Aim to fix issues quickly—court action is a last resort
- Share repair information with solicitors if needed (following data laws)
- Use experts if there's a disagreement about the repairs
- Sometimes, if repairs aren't our responsibility, we may ask the customer to cover the cost
- If a customer owes rent, we may take this into account when settling a claim

Legal compliance

We follow laws and regulations including:

- Landlord and Tenant Act 1985
- Environmental Protection Act 1990
- Housing Act 2004
- Homes (Fitness for Human Habitation) Act 2018
- General Data Protection Regulations (GDPR)
- Other housing and safety rules

We also meet standards set by the Regulator of Social Housing.

Performance monitoring

- We regularly review how we're doing with repairs and disrepair claims
- We talk to customers and solicitors to check things are moving forward properly

Data protection

We keep all customer information safe and private, following data protection laws like the UK GDPR and Data Protection Act 2018.

Date of Policy: March 2025