

# EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



## Policy name:

## Repairs and Maintenance Policy

### This policy was created to:

Help everyone – staff, customers, and contractors – understand how we manage repairs and maintenance at Honeycomb Group properties. It ensures we provide safe and well-maintained homes and buildings for our customers.

### What this policy covers

- Repairs to customers' homes and shared areas
- How we meet legal and safety standards
- What we expect from staff, contractors, and customers
- How we handle emergencies and planned repairs
- What happens when we can't access a home
- How customers can carry out their own repairs (with permission)

### Our goals

- Keep our properties safe and in good condition
- Respond to emergency repairs within 24 hours
- Complete routine repairs within 28 days
- Work with customers to report problems early
- Make sure contractors are reliable and follow safety rules
- Protect vulnerable customers and support access needs
- Be open and clear about our repair process

### Key terms

- **Emergency Repair** – A problem that puts people or property at immediate risk (e.g. major leak, no heating)
- **Routine Repair** – A non-urgent repair that still needs attention (e.g. dripping tap)
- **Scope of Works** – A list of what repairs we are responsible for

- **Contractor** – A company or person we hire to do repairs
- **TSMs** – Tenant Satisfaction Measures, used to track how well we're doing

### **Our approach**

- We follow a detailed plan for how and when repairs are done
- We use the right staff and contractors for the job
- We inspect properties regularly
- We talk to customers clearly and often
- We support customers to report repairs easily
- We act quickly when repairs are dangerous or urgent
- We keep full records of work carried out

### **Legal compliance**

We follow all relevant laws and safety standards, including:

- Health and Safety at Work Act 1974
- The Building Safety Act 2023
- Homes (Fitness for Human Habitation) Act 2018
- Awaab's Law 2023
- Construction (Design and Management) Regulations 2015
- UK GDPR and Data Protection Act 2018

If we break these rules, we could face legal action or government penalties.

### **Performance monitoring**

We regularly check how well we're doing by measuring:

- How many repairs we complete
- Whether they're done on time
- What customers think of our service
- How well our investment plans are progressing

This information is reviewed by the Executive Team and Board every quarter.

### **Data protection**

We protect personal data related to repairs. This means we:

- Only collect what's needed
- Keep it secure
- Use it fairly

Follow all data laws like the UK GDPR and Data Protection Act 2018

**Date of Policy: February 2025**