

IronOak



IRON OAK

Repairs & Maintenance

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

Control Sheet

Version number	01
Date approved by Board	24 July 2026
Date of next review	June 2027
Status	Published
Policy owner	Head of Operations
Policy location	IronOak Shared Drive
Target group	Employees & Partners

Document History:			
Version	Date of review	Author	Note of revisions
01	July 2026	Head of Operations	New Policy

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

1. Policy Statement

1.1. IronOak Homes (IronOak) is committed to providing tenants with homes that are safe, decent, warm, secure, well-maintained, and fit for habitation. The organisation will deliver an effective, efficient, responsive and customer-focused repairs and maintenance service that meets statutory obligations, regulatory requirements, and the needs of tenants.

1.2. This policy has been developed with regard to:

- Regulator of Social Housing (RSH) Safety and Quality Standard (2024).
- Consumer Standards Code of Practice (2024).
- The New Decent Homes Standard Policy Statement (2026).
- Landlord and Tenant Act 1985 (Section 11).
- Homes (Fitness for Human Habitation) Act 2018.
- Housing Act 2004 and Housing Health and Safety Rating System (HHSRS).
- Building Safety Act 2022.
- Social Housing (Regulation) Act 2023.
- Awaab's Law requirements and subsequent regulations.
- Defective Premises Act 1972.
- Equality Act 2010.

1.3. IronOak will ensure that all properties are maintained to at least the Decent Homes Standard and will work towards compliance with emerging requirements of the New Decent Homes Standard.

1.4. IronOak will maintain accurate and up-to-date property information including repairs history, compliance records, stock condition data, energy performance information and risk assessments. Asset information shall support operational decision-making, investment planning, regulatory assurance and the maintenance of the golden thread of property information

2. Purpose

2.1. The purpose of this policy is to:

- Protect the health, safety and wellbeing of tenants.

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

- Ensure repairs are completed within appropriate timescales.
- Clearly define landlord and tenant responsibilities.
- Support compliance with statutory and regulatory requirements.
- Maintain accurate records on property condition.
- Provide value for money.
- Deliver services that reflect the diverse needs of tenants.
- Support continuous improvement through performance monitoring and tenant feedback.

3. Scope

3.1. This policy applies to:

- All residential properties owned or managed by IronOak .
- Communal areas.
- Shared ownership properties where IronOak retains repairing obligations.
- Supported housing and specialist accommodation where IronOak has maintenance responsibilities.
- All employees, contractors and third-party providers delivering repairs and maintenance services on behalf of IronOak .

4. Policy Principles

4.1. IronOak will:

4.1.1. Safety First

Prioritise repairs that present risk to health and safety, including:

- Damp and mould.
- Gas safety defects.
- Electrical hazards.
- Fire safety defects.
- Structural concerns.
- Water contamination risks.
- Asbestos-related risks.

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

4.1.2. Responsive Service

Ensure tenants can report repairs easily through:

- Telephone
- Online portal
- Email
- In person
- Third-party representatives acting on a tenant's behalf

This reflects RSH expectations that repairs must be simple to report and communicated clearly to tenants.

Out of hours emergency services are available 24/7 in all schemes.

4.1.3. Resident Focus

Repairs services will account for:

- Vulnerability
- Disability
- Age
- Medical conditions
- Safeguarding concerns
- Domestic abuse risks

Enhanced priorities may be applied where circumstances justify urgent intervention.

Residents will be given opportunities to influence service standards, repairs priorities, planned investment programmes and service improvements through consultation, tenant satisfaction measures, surveys and engagement forums. Feedback will be used to improve service delivery and inform asset management decisions.

4.1.4. Value for Money

IronOak will seek cost-effective solutions while ensuring quality, longevity and compliance with legal standards.

5. Repairs Responsibilities

5.1. IronOak Responsibilities

IronOak will maintain:

- a) Structure and Exterior**
- Roofs

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

- Chimneys
- Foundations
- External walls
- Windows
- External doors
- Gutters and rainwater goods

b) Internal Services

- Heating systems
- Hot water systems
- Electrical installations
- Fixed wiring
- Smoke alarms
- Carbon monoxide detectors
- Mechanical ventilation systems

c) Fire Safety Systems

- Communal fire alarms
- Sprinkler systems
- Fire doors
- Fire safety signage
- Emergency lighting

d) Communal Areas

- Lifts
- Entry systems
- Lighting
- Paths
- Car parks

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

- Shared gardens where applicable

These responsibilities are consistent with statutory repairing obligations and emerging Decent Homes Standards requirements.

5.2. Resident Responsibilities

Tenants are responsible for:

- Internal decoration.
- Keeping homes clean and ventilated.
- Changing light bulbs.
- Replacing batteries in alarms unless otherwise agreed.
- Minor repairs caused by tenant misuse.
- Garden maintenance where tenancy agreements specify.
- Reporting repairs promptly.
- Providing reasonable access for inspections and repairs.

Rechargeable repairs may be applied where damage results from negligence, misuse or deliberate acts. Please refer to the recharge policy in this instance

6. Repairs Categories and Timescales

6.1. Emergency Repairs

Response: Within 24 hours

Examples:

- Total loss of heating in winter.
- Gas leaks.
- Significant water leaks.
- Serious electrical faults.
- Unsafe structures.
- Major security breaches.
- Fire safety defects.
- Blocked sole toilet.

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

Temporary repairs may be undertaken to make the property safe pending permanent works.

6.2. Urgent Repairs

Completion Target: Within 5 calendar days

Examples:

- Partial loss of heating.
- Minor roof leaks.
- Defective extractor fans.
- Faulty external doors or windows.
- Minor electrical defects.

6.3. Routine Repairs

Completion Target: Within 20 calendar days

Examples:

- Dripping taps.
- Internal doors.
- Minor plaster repairs.
- Fence repairs.
- Joinery defects.

6.4. Planned Repairs and Component Replacement

Works identified through:

- Stock condition surveys.
- Compliance inspections.
- Asset management programmes.
- Neighbourhood inspections.

Planned programmes may include:

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

- Kitchen replacement.
- Bathroom replacement.
- Window replacement.
- Roofing renewal.
- Heating system upgrades.
- Energy efficiency improvements.

Tenants will receive advance notice of planned works.

Individual homes and repairs will be assessed on a case by case basis to determine the severity based on the services available and the setup of the scheme, to ensure safety is a priority.

7. Damp and Mould

7.1. IronOak adopts a zero-tolerance approach to damp and mould.

7.2. The organisation will:

- Treat every report seriously.
- Conduct inspections promptly.
- Identify root causes.
- Avoid blaming tenant lifestyle.
- Implement temporary mitigation measures where required.
- Complete remedial works within appropriate timescales.
- Monitor recurring cases.

7.3. Damp and mould risks will be managed in line with Awaab's Law requirements and government guidance. The New Decent Homes Standard requires properties to be free from unresolved damp and mould hazards.

8. Property Inspections and Stock Condition

8.1. IronOak will maintain an accurate and evidenced understanding of every property's condition.

8.2. The organisation will:

- Undertake stock condition surveys on a rolling basis.
- Maintain individual property records.

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

- Record component age and condition.
- Monitor compliance with Decent Homes and safety requirements.
- Use repairs, complaints and inspection data to inform investment decisions.

8.3. The target is to physically inspect all properties at least once every five years unless risk assessments indicate more frequent inspections are required. This aligns with the expectations set out in the RSH Code of Practice.

9. Access Arrangements

9.1. Tenants must provide reasonable access for:

- Repairs.
- Safety inspections.
- Property condition surveys.
- Planned maintenance.

9.2. Where access is repeatedly refused, IronOak may:

- Make multiple appointments.
- Contact tenants through alternative methods.
- Use tenancy enforcement measures where appropriate.
- Seek legal remedies where health and safety obligations require access.

10. Communication Standards

10.1. IronOak will:

- Confirm repair appointments.
- Provide realistic completion times.
- Notify tenants of delays.
- Keep tenants informed throughout complex repairs.
- Explain outcomes following inspections.

10.2. Communication will be provided in accessible formats where required.

11. Contractor Management

11.1. IronOak remains accountable for repairs delivered by contractors.

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

11.2.All contractors must:

- Hold relevant accreditation and insurance.
- Comply with health and safety legislation.
- Undertake safeguarding training where required.
- Meet customer service expectations.
- Provide quality workmanship.
- Participate in performance monitoring.

12. Equality, Diversity and Accessibility

12.1.IronOak will ensure repairs services are accessible to all residents and comply with the Equality Act 2010.

12.2.Reasonable adjustments may include:

- Priority appointments.
- Alternative communication methods.
- Translation services.
- Home visits.
- Additional support for vulnerable residents.

12.3.The organisation will collect and use information about tenants' needs to support fair and equitable access to repair services.

13. Performance Monitoring

13.1.The following KPIs will be monitored and reported quarterly:

- Emergency repairs completed on time.
- Urgent repairs completed on time.
- Routine repairs completed on time.
- First-time fix rate.
- Average repair completion time.
- Repair-related complaints.
- Damp and mould case resolution times.
- Tenant satisfaction with repairs.

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

- Decent Homes compliance.
- Access refusal rates.

13.2. Results will be reviewed by senior management and the Board.

14. Complaints

14.1. Where tenants are dissatisfied with any aspect of the repairs service, they may make a complaint through IronOak ' Complaints Policy.

14.2. Complaints will be managed in accordance with:

- Housing Ombudsman Complaint Handling Code.
- RSH Transparency, Influence and Accountability Standard.

14.3. Learning from complaints will be used to improve service delivery.

15. Roles and Responsibilities

15.1. Board

Responsible for:

- Strategic oversight.
- Policy approval.
- Assurance of compliance.

15.2. Chief Executive

Responsible for:

- Policy implementation.
- Resource allocation.

15.3. Head of Operations

Responsible for:

- Service delivery.
- Contractor management.
- Performance reporting.
- Regulatory compliance.

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

15.4. Employees and Contractors

Responsible for:

- Delivering repairs safely and effectively.
- Following procedures.
- Maintaining accurate records.

16. Monitoring and Review

16.1. This policy will be reviewed:

- Annually; or
- Following legislative change; or
- Following significant regulatory updates; or
- Following serious incidents affecting service delivery.

16.2. Regular compliance audits will be undertaken to ensure ongoing adherence to legislation, consumer standards, and good practice.