

Maintenance Policy

March 2026

Owner: Maintenance Regional Managers

Version No.	Purpose/Changes	Approval Date	Approved By	Suggested Review Date
10.0	New Head of Service review	10/03/2026	Customer Focus Committee	2028/2029
9.0	Update following internal audit	10/10/2024	HoST	2026/2027
8.0	Health check	14/03/2024	HoST	2026/2027
7.0	Health check	08/09/2022	CV	2025/2026
6.0	Health check	06/12/2018	HoST	2021/2022
5.0	Health check	05/11/2015	HoST	2018/2019
4.0	Health check	05/11/2014	HoST	October 2017/2018
3.0	Health check	22/01/2014	Heads of Service Team (HoST)	2015/2016
2.0	Full review	23/01/2013	NLH Board	2013/2014
1.0	New policy	15/12/2010	NLH Board	2012/2013

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1. Our policy...

- 1.1 As a registered provider of social housing, regulated by the Regulator of Social Housing, we are committed to delivering a cost-effective maintenance service across homes and communal areas. This service will be responsive to tenant and customer needs, while offering choice and flexibility wherever possible.
- 1.2 Meeting the expectations of our tenants and customers for high quality service delivery is fundamental. We are dedicated to ensuring that all homes are well maintained, safe, and places where residents can feel proud to live.
- 1.3 We will safeguard the safety and security of our properties while providing an effective maintenance service that aligns with Ongo's corporate objectives.
- 1.4 It is our responsibility to protect and enhance the value of our housing stock. We will ensure that service standards are consistently achieved and that all homes meet, as a minimum, the Decent Homes Standard.

2. It applies to...

- 2.1 This policy applies to all maintenance activities undertaken on our housing stock, whether delivered directly by Ongo Homes (OH) employees or by contractors carrying out work on our behalf.
- 2.2 This policy does not cover compliance-related servicing or repairs. Such activities are governed by separate compliance policies, including those relating to statutory inspection and testing.
- 2.3 This policy does not apply to the provision of Aids and Adaptations. These are managed under the Aids and Adaptations Policy.

3. Because we want to...

- 3.1 The aims of this policy are to ensure:
 - Delivery of effective and efficient services: Ensure all repairs and maintenance to tenants' homes are carried out and managed to a consistently high standard, with a clear focus on value for money
 - Ongo promotes safety and security: Provide services that enable tenants and customers to feel, and remain, safe and secure in their homes and neighbourhoods
 - Ongo maintains lettable standards: Ensure empty properties are repaired and maintained to the agreed Lettable Standard, and that the turnaround of vacant homes is managed efficiently and cost-effectively
 - Compliance: Meet all legislative and regulatory obligations relating to health and safety

4. We will...

4.1 Repairs

4.1.1 Ongo Homes Responsibilities

Ongo Homes is responsible for providing a comprehensive repairs and maintenance service for tenants. Certain repairs remain the responsibility of tenants, as outlined in tenancy and lease agreements.

4.1.2 Tenant Responsibilities

Tenants are expected to:

- Provide reasonable access to their property to enable repairs to be carried out
- Report repairs promptly to prevent further deterioration or risk
- Take reasonable care of their home and avoid damage beyond fair wear and tear (**Fair wear and tear** refers to the *normal, gradual and expected deterioration* of a property, its fixtures and fittings, arising from **every day, reasonable use** and the **natural ageing of materials**)
- Ensure that fixtures, fittings, and appliances are used appropriately

Where tenants fail to meet these responsibilities, Ongo Homes may recharge costs in line with the Recharge Policy.

4.1.3 Appointment and Repair Categories

Appointments will be offered to tenants and customers for requested works. Repairs will be classified into the following categories (with detailed examples provided in Appendix 1):

Emergency repairs – Attended within 24 hours. Emergency repairs address situations that present an immediate risk to health, safety, or the security of the home. This includes the rectification of any HHSRS Category 1 hazard, which will always be attended within 24 hours. The primary objective is to make the situation safe. A full repair will be completed wherever practicable; however, where this is not possible, a follow-up visit will be scheduled and prioritised accordingly.

- **Urgent repairs** – Completed within 7 calendar days.
- **Routine repairs** – Completed within 28 calendar days.
- **Damp and mould repairs** – Commenced within 12 weeks. For full details, please refer to the Damp and Mould Policy.
- **Planned repairs** – completed within 12 months. Planned repairs are larger, non-urgent works that require more time to design, schedule or coordinate, for example, where specialist materials, surveys or multiple trades are needed. These repairs are grouped and delivered in a structured programme to ensure quality, value for money, and minimal disruption. All planned repairs will be completed within 12 months of being raised.

Out of Hours Provision

Ongo Homes will ensure that emergency repairs can be reported and attended outside of normal working hours. A dedicated out of hours service will be available to respond to urgent health and safety risks, with the primary objective- of making the situation safe until a full repair can be completed.

4.1.4 Prioritisation

All repairs will be prioritised in line with agreed response times, as detailed in Appendix 1.

4.1.5 Consideration of Tenant Needs

When scheduling appointments, we will take into account the vulnerabilities, specific needs, and circumstances of tenants, customers, and household members. Reasonable adjustments will be offered where appropriate, ensuring fair access to services and support.

4.1.6 Reporting Repairs

Tenants can report non-emergency repairs via the MyHome App, our website, or by telephone. Appointments will be scheduled in line with agreed priorities, and where possible, tenants will be offered a choice of appointment times to provide flexibility and convenience. Emergency repairs should be reported by telephone and appointments will be scheduled accordingly.

4.1.7 Delivery of Repairs

Repairs will be carried out either by Ongo Homes' in-house- Maintenance Team or by approved external contractors. All repairs must be completed within the timescales set out in Appendix 1.

4.1.8 Contractor Management

All external contractors engaged by Ongo Homes must comply with our procurement standards, service level agreements, and health and safety requirements. Contractors will be subject to performance monitoring, including quality inspections, customer satisfaction feedback, and compliance audits. Failure to meet agreed standards may result in corrective action or termination of contract.

4.1.9 Warranty Repairs

Where a repair falls under a warranty agreement, the relevant contractor will complete the work within the same timescales detailed in Appendix 1.

4.1.10 Customer Communication

We aim to complete repairs on the first visit to the property. Where this is not possible, tenants will be clearly informed of the next steps and expected timescales. Updates will be provided until the repair is complete.

4.1.11 Right to repair

Ongo Homes complies with the Right to Repair provisions set out in Section 21 of the Leasehold Reform, Housing and Urban Development Act 1993. These provisions require us to complete qualifying minor repairs within prescribed timescales for eligible tenancies.

If we fail to meet these timescales, tenants have the right to instruct an alternative contractor to carry out the work and may seek compensation from Ongo Homes for the inconvenience caused. Further details are available in our Compensation Policy.

4.1.12 **Rechargeable Repairs**

Repairs that are the responsibility of tenants, or those required due to damage, neglect, or misuse (and not attributable to fair wear and tear), may be recharged in accordance with the Recharge Policy.

Tenant responsibilities are set out clearly in the Tenancy Agreement issued at the start of all tenancies.

4.1.13 **No access**

Where an appointment has been scheduled and we are unable to access the property when we attend, we will make every effort to contact the tenant before we leave the property. If we are unable to contact the tenant, a no-access card will be left at the property, setting out the next steps in accordance with our No Access Procedure.

Where the appointment was for a routine, non-urgent repair, the job will be cancelled due to no-access, and the tenant will be required to contact Ongo to rebook the repair.

4.2 **Empty Homes**

4.2.1 **Standards Prior to Letting**

Ongo Homes is responsible for ensuring that all properties meet both the Decent Homes Standard and Ongo's Lettable Standard before being re-let. Any repairs identified that cannot be completed prior to being re-let will be completed within one month of tenancy commencement, unless classified as an emergency.

4.2.2 **Monitoring and Collaboration**

We will actively monitor the empty homes process in partnership with the Neighbourhood Team to minimise vacant periods and ensure properties are available to prospective tenants as quickly as possible.

4.2.3 **Re-Let Timescales**

Works to empty homes will be completed and they will be re-let within agreed timescales, depending on the level of work needed to bring it up to the required standard.

4.2.4 **Compliance and Customer Satisfaction**

All empty properties will be compliant with Health and Safety legislation, the Decent Homes Standard, and Ongo's Lettable Standard prior to re-let. We will strive to achieve the highest levels of customer satisfaction in the process.

4.2.5 **Pre-Leaving Inspections**

Pre-leaving inspections will be carried out ahead of a property becoming empty to identify required works and ensure they are scheduled promptly.

4.2.6 **Damage and recharges**

Where damage is identified during inspections, the outgoing tenant or their representative will be informed of the required works before the property is handed back.

Any outstanding works will be recorded in an Empty Homes Inspection Report, and costs for repair will be recharged to the former tenant in line with the Recharge Policy.

4.2.7 Utilities & Security

Wherever possible, utilities in empty homes will be transferred to Ongo's preferred supplier. All properties will have locks changed, and new keys provided to ensure security.

5. Making sure we do what we say...

5.1 Leadership Responsibility

The Head of Maintenance & Building Safety holds overall responsibility for the governance, implementation, and adherence to this policy.

5.2 Regional Management

Regional Managers are responsible for:

- Communicating this policy to all relevant stakeholders
- Ensuring appropriate training is provided to employees to support compliance
- Overseeing reporting arrangements to ensure accurate and timely information is shared with stakeholders
- Contract management for services that are not delivered through the in-house Maintenance team in line with the Contract Management Framework

5.3 Training and Development

- To fulfill the requirements of this policy, appropriate training will be provided to all relevant colleagues across the business. All new starters within relevant teams will receive training on this policy as part of their induction

5.4 Monitoring & Review

Performance against this policy will be monitored through key performance indicators, including:

- Percentage of emergency repairs completed within 24 hours
- Percentage of non-emergency repairs completed within target timescales
- Average time to complete non-emergency repairs
- First-time fix rate
- Average empty home turnaround time
- Tenant satisfaction with repairs and maintenance services

5.5 Digital Inclusion Commitment

As part of our ongoing maintenance and service delivery, Ongo Homes is committed to promoting digital inclusion among all residents. We will:

- Routinely assess digital access to ensure residents can engage with online services, report issues, and receive updates without barriers

- Monitor for signs of digital exclusion, such as lack of internet access, limited digital literacy, or device unavailability
- Take proactive steps to address these gaps through support programmes, alternative communication methods, and partnerships with local digital inclusion initiatives

6. Other things to bear in mind...

6.1 The Maintenance Policy is aligned with, and should be read in conjunction with, the following internal policies, procedures, and frameworks:

- Corporate Plan and associated strategies
- Value for Money Framework
- All Compliance and Building Safety Policies
- Aids and Adaptations Policy
- Reasonable Adjustments Policy & Procedure
- Health & Safety Policy
- Recharge Policy
- Compensation Policy
- Lettable Standard
- Lettings Policy
- Disrepair Procedure
- No Access Procedure
- Damp & Mould Policy and Procedure
- Customer Journey Framework

This policy also takes full account of all applicable legislative and regulatory requirements including Awaab's Law.

7. We'll look at this again...

7.1 This policy will be reviewed every three years unless there are any significant changes to legislation or regulation or deficiencies are found that necessitate an earlier review

Appendix 1 – Repair Priorities

The prioritisation of repairs is essential to meeting the needs of tenants and customers, while ensuring the delivery of an effective, efficient, and value for money service.

Where a tenant, customer, or household member has disabilities, vulnerabilities, medical conditions, or additional needs that are impacted by the nature of the repair, we will prioritise the work to avoid any detriment to the individual concerned. Each case will be assessed and managed on a case-by-case basis.

Repairs are classified into the following categories:

Priority Category	Response / Completion Timescale	Examples of Repairs (not exhaustive)
Emergency Repairs	<p>Attended within 24 hours</p> <p><i>Emergency repairs address situations that present an immediate risk to health, safety, or the security of the home. This includes the rectification of any HHSRS Category 1 hazard, which will always be attended within 24 hours. The primary objective is to make the situation safe. A full repair will be completed wherever practicable; however, where this is not possible, a follow-up visit will be scheduled and prioritised accordingly.</i></p>	<ul style="list-style-type: none"> - Total loss of electricity or water supply - Total or partial loss of heating / hot water - Uncontainable water leak - Insecure window, external door, or lock - Fire damage / flooding - Dangerous structures (paths, paving, chimneys, roof tiles, ceilings, staircases) - Loose or detached stair banister/handrail (make safe) - Complete loss of lighting in communal areas - Unsafe electrical lighting or fittings - Emergency Hazard Mould Wash
Urgent Repairs	<p>Completed within 7 calendar days</p>	<ul style="list-style-type: none"> - Blocked sink, bath, or basin - Electrical fittings not working but not dangerous - Containable water leak - Significant hazard mould wash
Routine Repairs	<p>Completed within 28 calendar days</p>	<ul style="list-style-type: none"> - Internal door repairs - Kitchen cupboard repairs - Minor plastering and tiling - Dripping taps / minor plumbing - Non-urgent rainwater goods repairs - Minor joinery (skirting, shelves, handrails) - Repairs to floor coverings provided by Ongo - Glazing in windows/doors following a make safe

Appendix 1 – Repair Priorities

Priority Category	Response / Completion Timescale	Examples of Repairs (not exhaustive)
Damp & Mould Repairs	Commenced within 12 weeks	<ul style="list-style-type: none"> - All non-urgent damp and mould remedial works
Planned Repairs / Maintenance	Completed within 12 months	<ul style="list-style-type: none"> - Replacement of kitchens or bathrooms - Whole window or door replacements - Fencing and gates that are our responsibility, where the defect does not create an immediate significant danger e.g. risk of injury, collapse risk - no immediate safety/security risk) - Paving, pathways, hardstanding (except trip hazards) - External painting and decoration - Brickwork/pointing and external render repairs - Non urgent roof, gutter, and chimney repairs - Replacement of sheds/outbuildings (non-urgent) - Other asset preservation or environmental improvements identified through inspection