

Grosvenor Hart Homes: Repairs and Maintenance Policy



GROSVENOR

Grosvenor Hart Homes

Repairs and Maintenance Policy

1. Introduction

- 1.1 Grosvenor Hart Homes (GHH) recognises that its customers consider the delivery of an excellent repairs service to be very important to them. As such, GHH aims to provide a high-quality service, on time and with the highest standards of customer care. This is achieved through ensuring flexibility, consideration for individuals and continuous monitoring of the cost-effectiveness of the repairs service to meet the expectations of GHH customers.
- 1.2 This policy sets out how GHH will deliver responsive and cyclical repairs and maintenance services to its customers. It describes our aims, outlines the approach we will take to specific aspects of the service, and details our service standards.
- 1.3 GHH aims to deliver best in sector services and recognise this will only be achieved by working closely with tenants and ensuring their feedback shapes all aspects of what we do. Future reviews of this policy will be informed by consultation with our tenants, any further changes in legislation and we will revise our approach as required.
- 1.4 **If the information in this policy is not in an accessible format for you, please let us know and we will look at how we can meet your needs.**
- 1.5 Separate policies set out our approaches to:
 - Planned repairs (Asset Management Policy)
 - Property health & safety (Property Health & Safety Policy)
 - Adaptations (Aids & Adaptations Policy)
 - Work on empty/void properties (Voids Policy)
 - No Access (No Access Policy)
- 1.6 This policy ensures that GHH meets all relevant legislation when dealing with repairs and maintenance, including Awaab's Law, which is effective from October 2025.

2. Reporting Repairs

- 2.1 GHH is committed to making access to its services as simple as possible.
- 2.2 You can report repairs to GHH in the following ways:
 - By phoning 01244 563777 -if you have an **emergency repair issue** out of hours, please call this number.
 - Through our [My Home portal](#)
 - By emailing tenant.support@grosvenorhart.com
 - By visiting any of our offices
- 2.3 **Please note that that our email account and online repairs forms will NOT be monitored outside of core office hours.**

- 2.4 If you have an **emergency repairs issue outside of office hours** (i.e. before 9am or after 5pm, on weekends or bank holidays), please call **01244 563777** and our team will assist you.
- 2.5 If a customer has difficulty contacting our emergency phone line out of hours, they may call a contractor of their choice and if the repair carried out is the landlord's responsibility, then the customer will be reimbursed for costs incurred.

3. Policy aims and objectives

- 3.1 We aim to deliver a high-quality repairs service, which helps to keep our properties in a safe and good quality condition, minimises disruption to customers, and delivers good value for money.
- 3.2 To ensure these aims are met, we will:
- Set clear expectations with staff and contractors around approaches to our repairs service and our customer service standards
 - Ensure statutory and regulatory obligations are met
 - Ensure repairs can be reported at any time of day through a variety of channels, and that emergencies are attended to at any time of day
 - Communicate customers' rights and responsibilities clearly
 - Offer choice and flexibility to customers around delivery of individual repairs
 - Maintain accurate records on our properties, reported repairs, repairs service costs, and contact with customers and delivery partners
 - Have in place effective quality control and compliance processes
 - Monitor and report on service delivery and performance regularly, and use insights gained to inform our processes, contract management, training etc as well as to ensure repairs targets are met
 - Contact customers in planned ways to gather feedback on their experiences, perceptions and expectations of our services
 - Consider formal and informal feedback provided through complaints and compliments alongside performance information and customer survey data
 - Ensure clear links are made with our asset management strategy and associated budgets/projects, with emphasis placed on finding an appropriate balance between responsive and planned maintenance
 - Ensure procurement of materials and suppliers is through suitable supply chains that can deliver an appropriate balance on quality, durability and price.

4. Policy detail

Operating Hours

- 4.1 The GHH repairs service via our agent(s) will operate within core hours unless arrangements are made to specifically work outside of these hours e.g. in an emergency.
- 4.2 Core hours are:

Monday to Friday: 09:00 to 17:00

- 4.3 In order to ensure the correct repair is scheduled, GHH or its agent(s) will confirm the exact nature and extent of the repair with the customer, including:

- Any associated repairs, required or previously reported

- Any access arrangements
- Customer communication preference
- An appropriate appointment for undertaking the works
- Describing the extent of the works including approximate duration;
- Requesting customers to clear the area ready for repair if required
- Any vulnerability-related or other special arrangements required to facilitate the repair

4.4 An Out of Hours service will be provided every day of the year for Emergency Repairs only. This means that unless the repair creates a danger to life or may cause serious damage to property or possessions it may not be dealt with until the next working day.

Landlord responsibilities

4.5 GHH will respond to repairs required in tenanted properties and associated communal areas for which we have responsibility, when they are reported to us by customers and stakeholders. Our repairs responsibilities cover:

- Ensuring homes are secure, structurally sound and weather-tight
- Fixtures and fittings we have installed, including those relating to health and safety (such as carbon monoxide alarms)
- Hot and cold water supply systems
- Windows and doors, gutters and drains
- All gas pipes, heating systems, electric wiring, power and light fittings
- Any items provided in the home that are not listed as the customer's responsibility

4.6 We will aim to deliver 'right first time' repairs within our published timescales, and will ensure our systems, processes, contracts and communications support achievement of this. However, some repairs may require further visits due to the availability of materials or the nature of the work required.

4.7 We will always take account of individual customers' needs and preferences by offering a choice of appointment times and ensuring we are aware of any requirements relating to access and delivery that arise from protected characteristics, medical conditions, language and communication needs etc. We will make reasonable adjustments to our service, in discussion with individual customers, to remove barriers to using our repairs service and to ensure our service is effective and trauma-informed. Where it is required, this may involve support from the GHH Hart Practitioner.

4.8 GHH's Information Governance Policy and data protection procedures must be followed during operation of this policy and in delivery of our repairs service.

Customer responsibilities

4.9 Customers are asked to report repairs or any hazards or potential hazards in their property as soon as possible after noticing them, to minimise damage, cost and deterioration of property condition.

4.10 Customers are responsible for keeping their homes clean and tidy and for some basic day to day maintenance activities.

4.11 GHH will clearly state the types of repairs that it will not undertake, and for which customers are responsible. These are listed in Appendix 1. Where we are aware that customers are unable to undertake basic maintenance tasks themselves, we will offer advice and support on how these might be arranged.

Communal areas

4.12 GHH will keep communal parts of tenanted properties in a good state of repair and decoration. This includes:

- Shared entrances, hallways, stairways
- Lifts
- Lighting and security systems
- Fire safety systems and equipment

4.13 GHH is responsible for the state of repair and decoration in common areas and building parts that are external to tenanted properties e.g., shared gardens, drying areas, bin stores, guttering and exterior walls.

5. Service standards and timescales

5.1 Tenants will have the ability to report and view the progress of their repairs online at any time of day through the My Home Portal. It is noted that emergency repairs should be notified out of office hours via the numbers listed on page 2.

5.2 Repairs can also be reported in person, by phone, email or letter, with emergency out of hours repairs to be reported by telephone.

5.3 Contact details for all methods of reporting repairs will be provided to all customers at tenancy sign up and displayed clearly online.

Timescales for dealing with repairs

5.4 In line with the requirements of Awaab's Law, repairs will be triaged and delivered within stated timescales as follows:

Category	Definition	Timescale
Emergency	Issues where there is an emergency hazard that is presenting imminent and significant risk of harm to the health and safety of people or to the property e.g. a For GHH, this emergency issues include: • Gas leaks • Carbon monoxide alerts • Loss of water supply • An uncontained water leak • Electrical hazards e.g. exposed wiring • A total loss of electricity and power • A total loss of water supply or having no hot water	As soon as is practicable, we will prioritise the most urgent matters and will always respond within 24 hours to investigate the incident and complete any required work to make the property safe. In some cases, it may not be possible to permanently fix the issue immediately, but we will ensure the issue is contained/made safe within 24 hours until the repair can be completed. If the investigation identifies that supplementary preventative work is required, we will begin or

Category	Definition	Timescale
	- Damp and mould impacting a tenant's health or ability to breathe - The only toilet is broken - Inability to secure the property e.g. broken locks or external doors - Significant structural defects or disrepair	take steps to begin this supplementary work to ensure the hazard does not recur within 5 working days of the investigation concluding. Where the works cannot begin within 5 working days, we will take steps to initiate them and complete them as soon as is reasonably practicable and within 12 weeks.
Urgent / Significant (as defined under Awaab's Law)	No immediate risk but if not addressed in the short term could worsen. This is where there is a 'significant hazard' where there is a significant risk of harm to the health and safety of the customer if the matter is not dealt with urgently.	Any 'significant hazard' will be investigated within 3 working days of the report and we will take steps to make the property safe. If the investigation identifies that supplementary preventative work is required, we will begin or take steps to begin this supplementary work to ensure the hazard does not recur within 5 working days of the investigation concluding. Where the works cannot begin within 5 working days, we will take steps to initiate them and complete them as soon as is reasonably practicable and within 12 weeks.
Routine	Smaller projects where there is no immediate risk of harm to people or property e.g. dripping tap, leaky guttering, pointing brickwork. Where necessary, this may involve more than one visit.	Within 20 working days of the report

5.5 Where a property is still under warranty or is covered by a defects period, any emergency repairs will be responded to within 24 hours, in line with our partners commitments. Any non-urgent repairs will be dealt with by our partners within 30 days. Customers will be told whether this applies to them.

5.6 Where work required to rectify a reported routine repair is already included in a planned works programme (covered by our asset management strategy) we will advise customers when work is scheduled for. We may undertake a temporary repair in the meantime e.g., to patch guttering whilst waiting for full replacement.

5.7 24-hour emergency contact numbers and guidance on what constitutes an emergency repair are provided in our Tenant Handbook and on our website.

Investigating hazards

- 5.8 In line with the requirements of Awaab's Law, when we are triaging reports potential hazards in the home, we will assess whether the issue needs to be defined as an 'emergency hazard' (which will be dealt with in line with our approach to emergency repairs) or a 'significant hazard' which will be dealt with in line with our approach to 'urgent' repairs. Our triaging process will consider any vulnerabilities or any specific needs of the household which could worsen the impact of the hazard, which could relate to age, health conditions or disability.
- 5.9 We will instruct a competently skilled person to investigate all emergency and significant hazards within the following timeframes:
- Emergency hazard – these will be investigated and any required safety work in relation to the hazard will be completed within 24 hours of the report.
 - Significant hazard- the issue will be made safe within 3 working days of the report and investigated within 10 working days of the report

Alternative accommodation

- 5.10 If we cannot make the property safe within 24 hours of the emergency hazard being reported or within 5 working days of a significant hazard being identified, we will identify and secure suitable alternative accommodation for the household until it is safe for them to return to their property. Alternatively, the customer can choose to stay with family and friends or choose to stay in their home whilst the property is made safe. Confirmation of this decision must be made by the customer to GHH in writing.
- 5.11 GHH will cover the costs of the accommodation and consider whether any additional compensation or inconvenience payments e.g. for food or transport should be provided to the customer.

Standard investigations

- 5.12 As a general rule, all 'Standard investigations', i.e. those investigations taking place as GHH has been made aware of a potential hazard will take place within 10 working days of GHH becoming aware of the potential hazard. In this case day one is the day after GHH becomes aware of the potential hazard.
- 5.13 Standard investigations may take place remotely, other than in cases where the tenant requests an in-person investigation or an in-person investigation is deemed most appropriate by the GHH team. Remote standard investigations may take place where, for example, there is photo or video evidence that enables the investigating person to understand whether there is a significant or emergency hazard.

Renewed investigations

- 5.14 Renewed investigations may take place in cases where a tenant specifically requests an in-person inspection after an in-person investigation has been carried out remotely. In these cases, where there is a potential significant hazard, GHH will undertake the renewed investigation within 10 working days of the request being made, with the day of the request being Day 0. If a significant or emergency hazard is identified on this inspection, the investigating person will identify the works required to make the property safe and prevent the hazard from reoccurring. Tenants can request an in-person investigation within 10 working days of a remote investigation concluding there is no emergency hazard or if the initial investigation finds there is an emergency hazard but does not identify work required to make safe.

5.15 We will not undertake a renewed investigation where required works to prevent the action recurring have begun or if we need to take emergency action or further investigation.

Emergency investigations

5.16 Where we believe there is an emergency hazard, we will carry out an investigation within 24 hours of becoming aware of the potential emergency hazard. During our investigation, where an emergency hazard is identified, we will also identify the work required to make the property safe and prevent the hazard recurring. The emergency investigation may be carried out remotely.

Written summaries

5.18 Within 3 working days of an investigation being undertaken, GHH will provide the tenant with a written summary of the findings. This will set out whether a significant or emergency hazard has been identified, any follow up action required and timescales for any works. If no action is required, we will explain the reason for this and provide information on how the tenant should contact us if they have any queries. GHH will consider accessibility of this correspondence and whether any support needs to be provided to explain the findings and action to the customer.

5.19 Written summaries will not be required if all works to address the significant or emergency hazard have been completed before the end of the 3 working day period, but GHH will notify the tenant that the work has taken place.

6. Appointments to complete repairs

6.1 Tenants will be contacted by telephone and/or text or email to notify them of appointment times. Our contractors will use their best endeavours to attend during the agreed slot and let customers know if they are delayed.

6.2 We ask tenants to let us know if one of our contractors is consistently missing the appointment slot so we can address this.

6.3 We will endeavour to offer the facility for tenants to specify an appointment day and time that is convenient to them. In an emergency or urgent situation, we will endeavour to provide flexibility and as far as possible we will arrange the repair at a time that is convenient to the tenant. In emergency situations, our priority will be addressing the issue within our stated timeframes to make the property safe.

6.4 Where we need to undertake several visits to complete the work, we will keep the tenant informed about the timing and progress of the work.

6.5 If a tenant does not provide access to the property for a pre-arranged appointment without providing reasonable notice, GHH may seek to recharge the tenant for any costs incurred.

Access

6.6 Our repairs contractors are aware that they must not access properties without the tenant being present and notified. Where the tenant is not present, a contractor will only enter the property with clear and express permission of the tenant.

- 6.7 If our repairs team cannot gain access to a property for an agreed repairs appointment, they will notify the tenant that an attempt was made and provide the details for the tenant to make another appointment.
- 6.8 Where there is a potential emergency or significant hazard, we will ensure we take all reasonable steps to gain access to the property if the tenant is not willing to provide updates. In cases where access cannot be granted, we will follow the [GHH No Access Policy](#).
- 6.9 Repairs requests may be cancelled, or GHH may take action under the GHH No Access Policy, if our repairs team cannot gain access to the property to complete the repair despite reasonable steps being taken to gain access.

7. Damp and Mould

- 7.1 GHH takes any issues with damp and mould in its properties extremely seriously and commits to dealing with any issues with damp and mould effectively and efficiently and in line with the requirements of Awaab's Law. We are aware of the potential for untreated damp and mould to cause significant harm to the health and wellbeing of those living with it.
- 7.2 We will therefore take the following approach to damp, mould and condensation and:
- Take a proactive approach to management of damp and mould.
 - Deal with any damp and mould affecting a customer's breathing as an emergency repair issue
 - Will not infer blame on the tenant or refer to lifestyle issues.
 - Wherever possible deal with damp and mould through maintenance and the complaint process and move from disrepair.
 - Learn from complaints and understand the distress and inconvenience caused by living with damp and mould.
 - Understand where a tenant or an occupant may be more at risk to health issues from damp and mould e.g. older people, those with a pre-existing health condition, children, pregnant women and their unborn babies, those who have recently given birth, people living with a mental health condition and groups statistically more likely to experience health inequalities including those from ethnic minority backgrounds.
 - Provide advice and opportunities for our tenants to learn about on how to minimise damp and mould in their property.
 - Encourage our staff to stay vigilant to the signs of damp and mould and report any signs of damp and mould immediately to the Housing Team and ensure it is recorded on a tenant's record.
- 7.3 In addition to our legal duties as a landlord, there is an expectation that we understand and show empathy for the distress and inconvenience suffered by people living with damp and mould. We commit to working collaboratively with our customers to resolve the issue, rather than placing any blame for any perceived actions.
- 7.4 Customers should report any concerns around damp and mould as they would any repairs and maintenance issue.

8. Contractors

- 8.1 GHH has appointed third party contractors who will have appropriately trained and skilled staff to carry out the repairs. All contractors have been vetted to check that they have liability insurance, and relevant

accreditations/registrations, and an HMRC company check and DBS check is carried out. Contractors will be asked to sign a GHH contractor agreement in respect of confidentiality, data protection, Health & Safety, Equality, Diversity and Inclusion, safeguarding and code of conduct. As the portfolio grows, GHH will look to partner with other RPs or directly procure contractors and will work within the principles of partnering with all its contractors to explore innovative and best practice initiatives such as standardisation, value for money and joint procurement methods.

8.2 All contractors GHH appoints will be made aware of and expected to follow GHH's repair timescales and statutory requirements, including the requirements of Awaab's Law.

8.3 On attending a property all operatives will:

- Show identification
- Be polite and courteous at all times
- Not enter a tenant's property unless the tenant is present or they have clear and express permission from the tenant.
- Take care not to damage tenants' possessions, or property by using dust sheets/covers as required
- Ensure tools and materials are not left in a dangerous position
- Clear and take away all rubbish resulting from the job
- Ensure services affected by the repair are working before leaving
- Provide GHH with information relevant for written summaries about investigations of potential emergency or significant hazards to enable GHH to provide the tenant with a summary of the findings within 3 working days of the investigation taking place in line with GHH's statutory duties as a landlord
- Follow GHH's safeguarding procedure if they become aware of any safeguarding concerns during their visit
- Make GHH aware of any health and safety concerns or additional hazards or potential hazards they become aware of during their visit
- Keep appointments made or make contact if they are going to be delayed or have to rearrange and give an explanation if the repair is going to be delayed.

9. Decants

9.1 From time-to-time tenants may have to move out of their home on either a temporary or permanent basis to enable work to be undertaken. This may also be in cases where we cannot make the property safe within 24 hours of the emergency hazard being reported or within 5 working days of a significant hazard being identified as per points 5.10 and 5.11 of this policy.

9.2 GHH staff will make arrangements for the relocation and will keep tenants informed on the progress of the works.

9.3 If a property is considered 'unsustainable' GHH will work with tenants to arrange permanent relocation from the property.

10. Damage caused by police

10.1 Occasionally the Police may need to effect entry to a home to detect or prevent a crime. If it is found that the Police have lawfully entered the property, the cost of any resultant repairs will be the tenant's responsibility. If the tenant fails to make good the damage, GHH reserves the right to do the work and charge the tenant. GHH at their discretion may also pursue the Police for recompense.

11. Insurance

- 11.1 GHH will insure the fabric and structure and landlord's fixtures and fittings but will not insure the tenant or occupier's contents unless it is a furnished tenancy.
- 11.2 In the case of furnished tenancies, it is only GHH's fixtures and fittings that will be insured, and the tenant remains responsible for the insurance of their own belongings. Therefore, in the event of any major accident such as fire or flood GHH will repair the building fabric, but it is a tenant's responsibility to replace any home contents and for any consequential loss. In the circumstances where GHH deem it is uneconomical to repair or re-instate a property, which has been seriously affected by fire or other causes, GHH reserves the right to offer suitable alternative accommodation.
- 11.3 GHH advises tenants that it would be in their best interest to take out content insurance. GHH will provide customers with information on low cost "Home Contents Insurance".

12. Vulnerable people

- 12.1 GHH will use its best endeavours to understand our tenant's need and recognises that some customers are vulnerable and may require an enhanced repairs service either on a permanent or temporary basis. GHH will strive to provide this enhanced service and work with external agencies and its repairs contractors to ensure those customers' needs are known and acted upon.

13. Defects

- 13.1 New properties and homes where planned maintenance has been carried out (e.g. new kitchen, central heating etc) may be within a 'defects liability period'. This means that the developer that built the property, or the contractor that carried out the planned works, is responsible for rectifying emergency and routine repairs. These should be reported to GHH using the reporting channels set out above unless separate arrangements have been agreed with the developer or contractor.
- 13.2 GHH will keep property records in a way that means defects liability can immediately be identified. The developer/contractor responsible will be notified immediately if a defect is reported to GHH, and the customer will be advised of the timescales applicable within this liability period. GHH will monitor to ensure these timescales are adhered to, and customer feedback will be collected as with other repairs.
- 13.3 Some minor defects reported by a customer or identified in a stock condition survey that do not carry any risk may be logged and monitored, to then be rectified as part of wider scale improvement works for the property or scheme, unless they are identified to degrade further, in which case they will be addressed sooner if necessary. The customer will be notified if this is the case on a repair they have reported.
- 13.4 In any case, any emergency repairs will be responded to within 24 hours.

14. Home improvements

- 14.1 Tenants may make home improvements only if they get written permission from GHH and GHH's interest in the property enables the giving of consent. Where the nature of GHH's interest in the property does not enable consent to be given, e.g. lease terms do not permit, GHH will confirm this to the tenant.

14.2 A detailed description of the intended work should be provided to GHH. Consent should be requested via letter, email or online – it cannot be requested by phone. Tenants will be provided with a decision within 20 working days.

14.3 We reserve the right to decline certain applications for improvements, including where the requested works would:

- Be out of keeping with the rest of the property or neighbourhood
- Increase health and safety risks at the property
- Make the property difficult to let in future
- Be unsuitable for possible future occupants
- Duplicate works planned to be undertaken by us within 12 months under planned maintenance programmes
- Replace like for like and therefore not be a genuine improvement.

14.4 We will give a clear written explanation for any refusal, making reference to the tenancy agreement where appropriate.

14.5 We may attach conditions to consent e.g., that the improvement is removed, and the property made good by the tenant at the end of the tenancy.

14.6 Improvement works should not be undertaken until the tenant has our written consent, and has provided us with any necessary approvals e.g., local authority planning consent. Any compliance certification should be provided once works are complete. GHH will request to inspect the work on completion so we can check quality and compliance requirements and ensure our property records are up to date.

14.7 Future maintenance of all agreed improvements is usually the responsibility of the tenant. However, we will comply with all legislative and regulatory requirements regarding repairs and maintenance.

15. Statutory rights

15.1 Where a customer has applied to exercise their Right to Acquire, we will:

- Only complete emergency repairs to ensure a building is safe
- Undertake gas servicing and other health & safety checks in line with statutory requirements
- Not undertake planned internal or external works where the customer would become a freeholder
- Undertake planned external works but not internal works where the customer would become a leaseholder. We may take the cost of these works into account when the property is valued.

15.2 If an application is subsequently withdrawn, a full repairs service will once again be available to the customer.

16. Rechargeable repairs

16.1 We may recharge tenants for damage that is not due to wear and tear. GHH will carry out the required repairs but seek to recover the cost from the tenant where:

- Damage to the home is caused accidentally or deliberately by the tenant, family or friends
- Damage to communal areas results from neglect or inappropriate use
- Damage is caused by the police when executing a warrant.

- 16.2 Where a tenant repairs damage themselves but the repair is of poor quality GHH may seek to recover the costs of rectifying the repair.
- 16.3 We will not recharge for damage caused by vandalism where a crime reference number is provided.
- 16.4 We will recharge for gaining replacement locks and keys and/or gaining access where we are called to an emergency repair due to a customer being locked out.
- 16.5 Tenants may be recharged if GHH has to undertake any work associated with the failure of tenant approved improvement works.
- 16.6 Tenants may be recharged at the end of their tenancy for any improvements or alterations identified that have been undertaken without consent.
- 16.7 When deciding whether to recharge a tenant, we will consider the individual circumstances of the tenant and any vulnerabilities, taking into account the protected characteristics of the Equality Act 2010 and in line with our trauma informed approach.
- 16.8 When a repair is recharged, GHH will provide the tenant with an invoice which sets out the cost of the repair and make a payment plan with the customer. The tenant will be expected to make the payment in full or at least the initial payment within 28 days of the repair being completed.
- 16.9 Recharges will be set at a reasonable rate and include the cost of carrying out the works, based on the Schedule of Rates agreed with contractors. All costs are subject to VAT.
- 16.10 ***If a tenant does not agree that they should have been charged, they have the right to raise a dispute. A tenant can dispute a recharge in writing within 15 working days of GHH notifying the customer of the recharge. The dispute should be directed to the Deputy Chief Executive & Chief Operating Officer and the tenant must set out why they are not responsible for the repair. The tenant can expect to receive a response within 10 working days of the date of their letter.***

17. Compensation

- 17.1 When ending their tenancy, tenants may have a right to claim compensation for any qualifying improvements made to their homes. Any compensation given at the end of the tenancy will allow for depreciation i.e. it will be less than the tenant paid for the work.

18. Customer feedback and complaints

- 18.1 Customer complaints about repairs services will be handled in line with our complaints policy.
- 18.2 We also welcome feedback from our customers on the quality of repairs and will send out customer satisfaction survey to tenants following the completion of a repair to ensure they meet our service standards. We will also seek feedback through our customer voice forums as well as through our legal requirements to collect Tenant Satisfaction Measures.
- 18.3 We encourage tenants to let us know if an issue we have previously addressed reoccurs or worsens.

18.4 We also welcome feedback on any of our policies or procedures at any time. If you have any comments, compliments or complaints about this policy, please let us know. Feedback may be made in one of the following ways:

- by telephone on 01244 563777 (core office hours: Monday-Friday, 9am-5pm)
- by email to feedback@grosvenorhart.com
- in person at or in writing to any of our offices
- By filling out a [Complaints Form](#) or through the [GHH My Home Portal](#)

18.5 Feedback and complaints relating to repairs will be monitored and used, individually and together, to refine and improve our services and performance.

19. Equality diversity & inclusion

19.1 This policy has been considered against our Equality and Diversity Policy. We will ensure our repairs policy and procedures are accessible and meet the needs of our customers. GHH approach to diversity and inclusion is to ensure that it is embedded in service delivery policies and procedures.

19.2 In recognition of this we will:

- Ensure our policies and procedures are relevant and fully accessible to all- this may mean providing reasonable support e.g. provision of the policy in alternate forms such as braille, different languages, large print or audio versions and ensuring that the processes followed within the policy are reasonably adapted to reflect the needs of the individual
- tailoring to meet both the specific needs of the individual, including those with additional support needs, and the diverse needs of the wider community compliant with all aspects of equality and diversity legislation
- ensure our processes do not unlawfully discriminate because of an Equality Act 2010 protected characteristic and/or a GHH defined protected characteristic
- when triaging repairs, consider any vulnerabilities a household may have which may increase the impact of a hazard, such as health conditions, disabilities or related to age
- provide support where appropriate with contractor visits
- Identify and understand any barriers customers may have to reporting a repair which may relate to a protected characteristic.
- Keep a record of any reasonable adjustments agreed with customers as well as recording any disabilities customers have disclosed and keep the reasonable adjustments under active review
- Ensuring all of our contractors are aware of the GHH Equality, Diversity and Inclusion Policy and act in accordance with it to ensure we deliver inclusive, non-discriminatory services.

20. Monitoring & compliance

20.1 We will monitor the delivery of our responsive repairs service and report to operational staff, senior leadership team, the board, and our customers. Key performance indicators will be used to monitor and report performance, as well as complaints and compliments received. This allows us to be accountable for our service delivery, identify any trends which require intervention, and focus on delivery of the objectives stated above.

20.2 We will report against the Tenant Satisfaction Measures prescribed by the Regulator of Social Housing, as well as indicators developed for internal use by staff in conjunction with customers.

21. Review schedule

21.1 This policy will be reviewed every three years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation/regulatory requirements. This process ensures the policy's continuing suitability, adequacy, and effectiveness.

21.2 The Deputy Chief Executive and Chief Operating Officer has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the board.

Current version	Date approved	Date for review	Document owner
1.1	27.06.23	27.06.24	Karl Dean
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1.5	01.03.2026	01.03.2029	Karl Dean
1.6	29.09.2026	29.09.2029	Sian van Oosten

Appendix 1 – Tenant responsibilities

Tenants of rented homes are responsible for:

- Keeping homes, communal areas and gardens clean and tidy
- Repairing, maintaining and fitting an appliance they have installed
- Allowing GHH into the home to carry out repairs, safety checks and inspections (e.g., annual gas, solid fuel and oil servicing and safety checks)
- All painting and decorating inside the home
- Preventing pipes from freezing or bursting
- Preventing and controlling condensation
- Draught proofing
- Curtain rails, washing lines and door bells
- Minor adjustments to kitchen units, cupboards and drawers
- Cleaning extractor fans
- Wall and floor tiles
- Fixing toilet seats
- Bleeding radiators
- Replacing glass in windows and doors unless the damage was vandalism reported to the police (a crime number should be requested)
- Resetting electrical trip switches
- Replacing plugs and chains on baths, basins and sinks
- Replacing keys or locks
- Replacing light bulbs, plugs and fuses to appliances
- Dealing with pests (local councils may be able to help with this)
- Clearing blockages in basins, sinks, baths and toilets
- Adjustment to doors to clear floor covering
- Any damage caused by forced entry at the tenant's request
- Fencing repairs including the application of timber preserves
- Washing lines and posts
- Floor coverings including laminate flooring
- Door bells
- Curtain battens, coat hooks and rails
- Satellite dishes