

Unity Repairs Policy

REVIEWED BY	Property Services Manager/ Director of Housing Operations
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APPROVED BY	Board
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1. Policy Statement and Objectives

1.1 Unity Housing Association (“Unity”) is committed to delivering a responsive, high-quality, safe and value-for-money repairs service that:

- Keeps homes safe, warm and secure.
- Meets all statutory and regulatory requirements.
- Prioritises customer needs and satisfaction.
- Provides timely repairs based on risk and urgency.
- Maintains accurate repairs records and performance data.
- Ensures effective oversight of contractors and suppliers.
- Supports long-term asset sustainability.

2. Policy, regulatory and legislative framework.

2.1 The Association must comply with legal and regulatory requirements that apply to repairs and maintenance. This policy therefore reflects the following:

- Regulator of Social Housing Consumer Standards (inc. the Safety and Quality Standard).
- Tenant Satisfaction Measures (TSMs).
- Landlord and Tenant Act 1985.
- Homes (Fitness for Human Habitation) Act 2018.
- Building Safety Act 2022.
- Social Housing (Regulation) Act 2023.
- Awaab's Law requirements.
- Equality Act 2010.

2.2 Unity will comply with all statutory, regulatory and tenancy obligations relating to repairs and maintenance. This includes relevant Right to Repair provisions, where qualifying repairs must be completed within prescribed timescales and tenants may be entitled to appropriate compensation if these obligations are not met. Unity will consider these requirements alongside wider duties under consumer regulation, housing disrepair legislation, Awaab’s Law, tenancy agreements and published service standards.

2.3 Equal Opportunities

Unity is a BME association. This means, among other things, we provide services to a wide range of tenants from Black and Minority Ethnic backgrounds, many of whom have experienced discrimination and disadvantage. We will therefore deliver repairs and maintenance services fairly, without discrimination, and with proper regard to equality considerations, including race, disability, sex and other protected characteristics.

2.4 Securing Value for Money

- 2.4.1 Unity will seek to secure value for money in the delivery of repairs and maintenance by making best use of available resources while maintaining safe, good-quality homes and positive outcomes for tenants. Value for money will be assessed not only by cost, but also by quality, timeliness, customer satisfaction, compliance, durability and the long-term sustainability of the housing stock.
- 2.4.2 Unity will support this by using clear procurement and contract management arrangements, cost controls, accurate repairs data and regular performance monitoring. Where appropriate, Unity will benchmark costs and performance, review contractor performance, challenge avoidable repeat repairs, and consider whole-life costs when deciding whether to repair, replace or invest in planned works.
- 2.4.3 Value for money considerations will inform annual budget setting, investment planning, contractor reviews and service improvement activity. Unity will ensure that decisions balance economy, efficiency and effectiveness, while meeting legal and regulatory duties and protecting the interests of tenants, Unity and its assets.

2.5 Managing Risk

- 2.5.1 Unity will take a risk-based approach to repairs and maintenance to ensure that risks to tenant safety, property condition, regulatory compliance, service delivery and financial control are identified, assessed and managed effectively. Repairs will be prioritised according to urgency, potential harm, vulnerability, legal duties and the likelihood of further deterioration if action is delayed.
- 2.5.2 Unity will maintain appropriate controls to reduce repairs-related risks, including clear procedures, competent staff, effective contractor management, accurate records, robust inspection arrangements and timely follow-up of outstanding works. Particular attention will be given to risks relating to damp and mould, health and safety, building safety, access failures, repeat repairs, disrepair claims, contractor performance and budget pressures.
- 2.5.3 Repairs risks will be monitored through performance information, complaints, tenant feedback, audit findings, contractor meetings, compliance reports and management oversight. Significant or recurring risks will be escalated through Unity's governance and risk management arrangements, with clear ownership, corrective action and reporting to senior management, the Board or delegated committee where appropriate.

3. Classification of repair services and customer service standards

3.1 Repairs and maintenance cover a range of services provided by Unity to ensure that its residential properties remain safe, secure and well maintained. These services fall into the following categories:

➤ **Reactive or Day-to-Day Repairs**

A responsive repair is a repair that Unity carries out when something in a tenant's home or communal area stops working, becomes unsafe, or needs fixing. These are usually everyday repairs reported by tenants, staff or others, such as leaks, faulty heating, broken doors or windows, electrical faults, blocked drains or damage caused by normal wear and tear.

➤ **Cyclical Maintenance**

Cyclical maintenance is planned work that Unity carries out at regular intervals to keep homes and communal areas in good condition and prevent avoidable deterioration. It includes routine programmes such as external and internal decoration, gutter cleaning, fencing repairs, path repairs and other recurring upkeep works.

➤ **Building compliance**

This describes the checks, servicing and safety work Unity must carry out by law or regulation to help keep tenants, homes and communal areas safe. This includes gas safety, electrical safety, fire safety, asbestos management, water hygiene, lifts and other statutory inspections or servicing. These works are planned and monitored separately from ordinary responsive repairs and cyclical maintenance because they are essential safety and compliance duties.

➤ **Planned / Major Repairs**

These are larger programmes of work undertaken by Unity. They are based on the Association's stock condition information that predicts the lifespan of each building component; estimates the cost of replacing each item and sets a timescale for replacement. It includes items such as kitchens, bathrooms, window frames, doors, focal point fires, roofs, central heating and boiler replacements and a major works category to facilitate other major structural items.

➤ **Estate Improvements**

These are agreed works to improve conditions on an estate, block or communal area, usually to enhance its appearance, safety or environmental quality. They include for example installing play equipment for children or safety measures to improve security of an estate, block or communal area. They are usually considered in response to requests from residents, resident groups or staff, where there is a demonstrable need. The agreed improvements are normally presented in an Estate Improvement Plan for residents. External organisations such as Leeds City Council,

the Police or Community Safety initiatives may also suggest improvements that may form part of wider neighbourhood improvement plans.

➤ **Void Property Repairs**

These are repairs required to empty properties prior to letting to ensure that they meet our Lettings Standard and all legislative and decency requirements prior to reletting.

➤ **Disrepair cases**

Disrepair cases are situations where a tenant believes Unity has not dealt with a repair problem within a reasonable time, and the condition of the home may be causing inconvenience, damage, or risk to health and safety. This may include problems such as damp and mould, leaks, faulty heating, unsafe electrics, damaged windows or doors, or other repair issues that Unity is responsible for. A disrepair case may become legal action if the matter cannot be resolved through the normal repairs or complaints process.

➤ **Aids and adaptations**

Aids and adaptations are changes made to a tenant's home to help them live safely and independently where age, disability or a health condition makes everyday tasks more difficult. Minor adaptations may include items such as grab rails, lever taps, door entry systems or other small works. Where appropriate, Unity may ask for supporting information from a health professional, such as an occupational therapist or doctor. For more extensive adaptations, Unity will support tenants to apply to Leeds City Council for Disabled Facilities Grant (DFGs) funding and will consider any request for additional support on a case-by-case basis (see Aids and Adaptations policy).

3.2 Damp, Mould and Condensation

3.2.1 Unity will treat all reports of damp, mould and condensation seriously and will investigate the causes promptly. Cases that may present a risk to health, safety or the condition of the home will be prioritised and escalated where required.

3.2.2 Unity will maintain accurate records of reports, inspections, diagnosis, works ordered, communication with residents and completion evidence. Damp and mould cases will be monitored to ensure that actions are followed up, risks are managed and outcomes are recorded.

3.2.3 Unity will comply with Awaab's Law requirements and relevant regulatory expectations. Unity's approach will be supported by its Damp and Mould Management Framework, which will set out how cases are identified, assessed, prioritised, monitored and reviewed (see Damp and Mould Policy).

3.3 Customer service standards

Unity has service standards that are promises to tenants about the length of time it will take to carry out their repairs. These are:

Priority	Definition	Target Response
Emergency	Immediate risk to health, safety or security	Attend within 24 hours
Non-Emergency	Standard routine day-to-day repairs	Attend within 28 working days
Programme Repairs	Larger and more complex repairs	Complete within 90 days
Planned	Works requiring programme delivery	Within approved programme delivery schedule

3.4 Monitoring and reporting on performance

Repairs performance will be reviewed monthly by management and SMT and reported quarterly to Board and residents.

The KPIs collected and reported will include, but not limited to:

- Repair completion times.
- Emergency response performance.
- First-time fix rates.
- Appointments made and kept
- Backlog levels including oldest outstanding repair
- Customer satisfaction (perception survey)
- Customer satisfaction (transaction survey).
- Damp and mould response times.
- Health and safety compliance.
- Age of live disrepair cases
- Spend versus budget
- Variation rates

4. Contractual Arrangements

- 4.1 Unity will maintain appropriate contractual arrangements to support the effective delivery of repairs, maintenance, compliance and investment works.
- 4.2 Unity's current approach is to use a combination of one main repairs and maintenance contractor, separate specialist contractors for specific service areas, and approved suppliers or frameworks where this provides the most effective solution. Specialist arrangements may include, but are not limited to, gas servicing and repairs, electrical works, building compliance, lifts, fire safety systems, water hygiene, asbestos management and other statutory or technical services.

- 4.3 The selection of contractors and suppliers will be carried out in line with Unity's Standing Orders, Financial Regulations and procurement requirements. Unity may use competitive tendering, frameworks, approved supplier arrangements or direct award where permitted, and where this can be justified. Procurement decisions will take account of quality, cost, capacity, compliance, social value, tenant impact, risk and whole-life value.

4.4 Contractor Management

- 4.4.1 The management of contractors is critical to ensure tenants receive a high level of service that meets their expectations. The measures we will use to manage contractors will include:

- Monthly operational review meetings.
- Quarterly strategic contract reviews.
- Performance scorecards.
- Customer satisfaction monitoring.
- Service failure escalation process.
- Improvement plans for underperforming contractors.

- 4.4.2 Unity will also arrange quarterly meetings between the main contractor and tenant representatives. These meetings will give tenants the opportunity to share their experiences directly, highlight areas for improvement and work with the contractor to support continuous service improvement.

- 4.4.3 Unity will manage contractors through clear specifications, agreed service standards, performance measures, regular contract meetings and appropriate reporting.

- 4.4.4 Where performance issues arise, Unity will require timely corrective action and may use contract remedies, improvement plans, alternative suppliers or other procurement options where necessary. Unity will also retain the ability to procure works outside existing arrangements where this is needed to manage risk, protect tenants, secure specialist expertise, meet urgent service needs or achieve better value for money.

5. Responsibilities for repairs

- 5.1 Unity is responsible for repairs that fall within its landlord obligations, as set out in the tenancy agreement and Tenant Handbook. Some repairs remain the tenant's responsibility, so not every issue in a home will be repaired by Unity. A summary of the responsibilities are as follows:

5.1.1 Unity (Landlord) Responsibility

Unity is responsible for repairs that it must carry out as landlord, as set out in the tenancy agreement, Tenant Handbook and relevant legal or regulatory duties. This generally includes keeping the structure, exterior, key services and communal areas in repair, and making sure homes remain safe, secure and fit to live in.

In practical terms, Unity's responsibilities are likely to include:

- repairs to the **structure and outside of the home**, such as roofs, walls, windows, external doors, gutters and drains;
- repairs to **installations provided by Unity**, such as heating, hot water, plumbing, electrical systems and sanitation;
- repairs needed to keep **communal areas** safe and well maintained;
- **responsive repairs** where something breaks, becomes unsafe or needs fixing;
- **building compliance works**, such as gas safety, electrical safety, fire safety, asbestos management, water hygiene and lift servicing;
- **planned and major works**, such as kitchens, bathrooms, roofs, boilers and other component replacements;
- **void repairs** needed before an empty home is relet;
- eligible **aids and adaptations**, where Unity has a role in supporting tenants to live safely and independently;
- repairs arising from **disrepair cases**, where Unity is responsible and the issue has not been resolved within a reasonable time.

5.1.2 Tenant Responsibility

Tenants are responsible for looking after their home, **keeping it clean and tidy**, using fixtures and fittings properly, and reporting repairs to Unity as soon as they become aware of them. Tenants must allow reasonable access for repairs, inspections and safety checks, and should take reasonable steps to prevent damage, deterioration or health and safety risks. Some repairs are the tenant's responsibility, particularly where damage has been caused by misuse, neglect, accidental damage or unauthorised alterations. Where Unity has to carry out work that is the tenant's responsibility, the cost may be recharged in line with Unity's Rechargeable Repairs Policy.

5.1.3 Leaseholders and Shared owners

Leaseholders and shared owners are responsible for repairs and maintenance to their own home where this is required by their lease or shared ownership agreement. This usually includes day-to-day repairs inside the property, unless the agreement says otherwise. Unity will normally remain responsible for repairs to parts of the building, structure, communal areas or shared services where these are Unity's responsibility under the lease. Where Unity carries out work that is the leaseholder's or shared owner's responsibility, the cost will be recharged in line with the lease, service charge arrangements.

5.1.4 Third Party Responsibilities

In some instances, where a building or amenity is not owned by Unity, we will not be the responsible for the repair(s)/services. This applies to leased flats within buildings owned by others, adopted roads, footpaths and street lighting, together with public utilities such as electric, gas and water mains. Similarly, any services provided directly by a third party to a tenant will be the responsibility of either the tenant or the provider and not Unity, e.g. Cable Television, specialist adaptation equipment obtained via third parties etc. and gas/electrical meters.

5.2. Vulnerability and Customer Support

- 5.2.1 Unity recognises that some residents may need additional support when reporting, arranging or receiving repairs. This may include older residents, disabled residents, residents with health conditions, residents who need communication support, or residents whose circumstances make it more difficult for them to manage repairs or provide access.
- 5.2.2 Where Unity is aware of a resident's vulnerability or support need, this will be considered when assessing repair priority, arranging appointments and deciding what communication or practical support is required. Repairs may be prioritised where delay could increase risk to health, safety, independence or wellbeing.
- 5.2.3 Unity will provide reasonable adjustments where needed (and where we are made aware of these) to ensure residents can access the repairs service fairly. This may include alternative appointment arrangements, additional reminders, longer contact times, support with access arrangements, communication in alternative formats, or working with authorised representatives, carers or support workers where appropriate.
- 5.2.4 Translation and interpretation support will be made available where this is needed to help residents report repairs, understand appointments, explain repair issues or receive important information about works in their home. Unity will aim to communicate clearly, accessible and appropriate to the resident's needs.
- 5.2.5 Special arrangements may be made for older residents, disabled residents and residents with health conditions where repairs could affect their safety, mobility, heating, washing facilities, ability to use essential services or ability to remain in the home. These arrangements may include closer monitoring, quicker escalation, additional welfare checks, liaison with support agencies or temporary measures while a repair is completed.

6. Dealing with day-to-day repair requests

- 6.1 Tenants can report repairs to Unity **by telephone, online, by email, in person, or through a member of staff, authorised representative, carer, advocate or support worker.**

Emergency repairs must be reported by telephone so that Unity can respond as quickly as possible. Unity will provide translation, interpretation or alternative communication support where this is needed to help tenants access the repairs service.

6.2 Repairs Reporting and Diagnosis

- 6.2.1 Unity will ensure that all repairs are logged accurately and consistently using approved repairs coding structures. This will help ensure that repairs are correctly classified, prioritised, monitored and reported.

6.2.2 Customer Service Team (CST) Staff involved in receiving, diagnosing or logging repairs will receive appropriate training and guidance to support effective repair diagnosis, accurate order raising and consistent use of repair categories, priorities and codes.

6.2.3 Unity will maintain clear repairs guidance, diagnostic tools (Locator Plus) and supporting information to help staff identify repair issues correctly, capture relevant details and provide accurate information to tenants and contractors.

6.2.4 Quality assurance checks will be carried out on repair logging to identify errors, improve consistency and support better data quality. Findings from these checks will be used to inform staff feedback, training, process improvements and service reporting.

6.3 Acknowledging reported repairs

6.3.1 Each tenant, upon reporting a repair, will receive an order acknowledgement (via SMS, email or post) that will clearly indicate:

- An order number for the work.
- The date the work was ordered.
- What the repair consists of (description).
- The name of the contractor.
- The target date for attendance by the contractor.
- The priorities/response time allocated to the job, i.e. emergency, urgent or routine.
- Where relevant, confirmation that the contractor will contact them, within the timeframe, to arrange an appointment for the works to be carried out

Tenants will also receive an SMS/Text message from our contractors at least 24 hours before a confirmed appointment (Except for Emergency appointments).

6.4 Inspections prior to undertaking repairs

6.4.1 Sometimes, when a repair is reported, it may not be immediately clear to staff what work would be required to set it right or whose responsibility it is to do the work (the Landlord or the Tenant). In these circumstances Unity will arrange for a member of staff or the contractor to visit the property to inspect the repair prior to ordering any works.

6.5 Contractor contact and appointment arrangements

6.5.1 Where a repair requires an appointment, Unity will expect the appointed contractor to contact the tenant promptly and within the relevant repair priority timescale to agree a suitable date and time for attendance. Contractors should make reasonable attempts to contact the tenant using the contact details provided by Unity and should take account of any recorded communication needs, vulnerabilities or reasonable adjustments.

- 6.5.2 Appointment arrangements should be clear, reliable and tenant-focused. Contractors should confirm the appointment date, expected attendance window, nature of the work, any preparation required by the tenant, and what the tenant should do if the appointment is no longer convenient. Where possible, tenants should be offered reasonable choice of appointment times, particularly where work, caring responsibilities, disability, health needs or other personal circumstances make access more difficult.
- 6.5.3 If a contractor is unable to make contact with the tenant, this must be recorded and reported back to Unity. Unity and the contractor will then agree appropriate follow-up action, which may include further contact attempts, written communication, liaison with an authorised representative, or escalation where the repair presents a risk to health, safety, compliance or property condition.
- 6.5.4 Contractors must keep accurate records of appointment offers, tenant contact attempts, agreed appointment dates, failed access and any changes to arrangements. These records will support effective service monitoring, contractor management, complaint handling and assurance that repairs are being progressed in line with Unity's policy, service standards and legal obligations.

6.6 Missed appointments and no access arrangements with Equans

- 6.6.1 Unity and the Contractor have agreed that missed appointments and no access cases must be managed in a consistent, evidence-based and tenant-focused way. For the purposes of this policy, this includes cases where a Contractor is unable to contact the tenant to book an appointment (Appointment Booking), and cases where an appointment has been confirmed (Confirmed Appointments) but access is not provided when the operative attends.
- 6.6.2 Contractors must record and provide evidence of contact and attendance attempts before any repair is treated as no access or returned to Unity. This should include the dates and times of telephone calls, texts, emails, voicemail messages, letters or attendance visits, together with screenshots, photos and front door photos, or other supporting evidence where appropriate. These details must be recorded on Unity's repairs system so that there is a clear audit trail.
- 6.6.3 Where a Contractor is unable to contact a tenant, or where access is not provided for a confirmed appointment, the matter must be reported back to Unity before any further action is taken. Unity will review the evidence, check whether there are any known vulnerabilities, communication needs or reasonable adjustments, and decide whether further contact, rebooking, written communication or escalation is required.
- 6.6.4 Where appropriate, Unity will send the tenant a no access or missed appointment letter using the approved template. The letter will explain the missed appointment, the cost and service impact of failed access, the need for the tenant to contact Unity or Equans to rearrange the repair, and the possibility that repeated missed appointments without

reasonable explanation may result in a recharge in line with Unity's tenancy obligations and policies.

- 6.6.5 Repairs must not be cancelled for no access without appropriate management approval and confirmation that the Contractor has been notified. Where a repair remains necessary, Unity will seek to rebook the appointment or agree an appropriate follow-up action.

Health and safety, fire safety, damp and mould, disrepair and other high-risk repairs must be escalated and must not be cancelled solely because of failed contact or missed access without a risk-based management decision.

- 6.6.6 Unity will monitor no access and missed appointment cases through contractor management arrangements, repairs reporting and no access tracking. Repeat cases, service failures, incomplete evidence or patterns of missed appointments will be reviewed with Equans and used to improve appointment handling, tenant communication, record keeping and overall repairs performance.

6.7 Repairs Completion Assurance

- 6.7.1 Unity will only record a repair as complete where there is appropriate evidence that the work has been completed. This supports accurate records, effective contractor management, tenant assurance and compliance with Unity's repairs completion assurance framework.
- 6.7.2 Evidence of completion may include contractor completion records, photographs where required, certification or compliance documentation, tenant confirmation where appropriate, and post-inspections on a risk-based basis.
- 6.7.3 The level of evidence required will depend on the nature, complexity and risk of the repair. Higher-risk works, compliance-related repairs, disrepair cases, repeat repairs and works affecting tenant safety or essential services may require additional checks before they are closed.
- 6.7.4 Completion information will be reviewed through contractor management, quality assurance checks and performance monitoring. Any gaps in evidence, recurring defects or concerns about work quality will be followed up and used to improve repairs delivery, record keeping and tenant confidence.

6.8 Transaction Surveys (Customer Feedback)

- 6.8.1 Unity will use transaction surveys to understand tenants' experience of the repairs service shortly after an individual repair has been completed. The purpose of these surveys is to measure satisfaction with the full repair journey, including ease of reporting, diagnosis, contractor contact, appointment arrangements, timeliness, quality of workmanship, conduct of operatives, communication and whether the repair was completed to the tenant's satisfaction.

- 6.8.2 Surveys will normally be undertaken following completion of responsive repairs and will be carried out by telephone. Unity will seek to make the survey process simple, proportionate and convenient for tenants, while ensuring that feedback is captured in a timely way and can be linked to the relevant repair order, contractor and service area.
- 6.8.3 Transaction survey results will be used to monitor service quality, identify good practice, highlight poor performance, and understand common causes of dissatisfaction. Feedback will be reviewed alongside other repairs information, including completion times, complaints, no access cases, repeat repairs, post-inspection outcomes and contractor performance data.
- 6.8.4 Survey outcomes will be reported through repairs performance monitoring, contractor management meetings and relevant governance arrangements. Unity will use the results to support continuous improvement, strengthen accountability, inform staff and contractor feedback, and provide assurance that tenants' views are being heard and acted upon.
- 6.8.5 Unity will take reasonable steps to ensure that transaction surveys are inclusive and accessible. Alternative formats, translation or interpretation support may be offered where needed, and tenants will not be disadvantaged if they are unable or choose not to complete a survey. Survey information will be handled in line with data protection requirements and used only for appropriate service monitoring, assurance and improvement purposes.

7.Rechargeable Repairs

- 7.1 Unity may refuse to carry out repairs that would normally be its responsibility where the damage has been caused by the tenant, members of their household, visitors or others through accident, misuse or negligence.
- 7.2 In these cases, the tenant must either arrange and pay for the remedial work themselves or reimburse Unity if Unity completes the work on their behalf. For further information please see our 'Rechargeable Repairs Policy' and 'Rechargeable Repairs Procedure'.

8. Customer Engagement and Feedback

- 8.1 Unity will use customer engagement and feedback to help shape, monitor and improve the repairs service. This reflects Unity's commitment to accessible, inclusive and meaningful resident engagement, where tenants can share their views, understand how feedback has been considered, and see how it leads to service improvement.
- 8.1.1 Feedback will be gathered through a range of routes, including satisfaction surveys following repair completion, complaints, compliments, tenant enquiries, estate-based activity, contractor meetings, resident engagement events and direct feedback to staff. Unity will seek to make these opportunities flexible and accessible so that tenants can take part in ways that reflect their needs, preferences and availability.

- 8.1.2 Learning from customer feedback will be used to inform service improvements, staff and contractor training, process changes, communication improvements and contractor management. Where feedback shows that something has gone wrong, Unity will seek to put matters right, learn from the issue and reduce the likelihood of similar failures happening again.
- 8.1.3 Unity will report repairs performance and customer feedback to tenants in a clear and accessible way. (see Tenant Performance Reporting Framework). This may include information on repair completion, satisfaction, complaints, missed appointments, contractor performance, service improvements and “You Said, We Did” outcomes. Reporting will support transparency, accountability and tenant confidence that Unity is listening and acting on feedback.
- 8.1.4 Where appropriate, Unity will involve residents and the Tenant Scrutiny Group (TSG) in reviewing repairs performance, customer feedback, service standards and improvement activity. This may include resident scrutiny reviews, focus groups, contractor engagement meetings, policy reviews, estate-based feedback or other involvement activity. Unity will remain open and responsive to recommendations arising from scrutiny and engagement activity.

8.2 Dealing with customer complaints

- 8.2.1 Unity will take customer complaints about repairs seriously and will respond in line with its Complaints Policy, the Housing Ombudsman Complaint Handling Code and any relevant legal or regulatory requirements. Tenants will be able to raise concerns where they are dissatisfied with the quality, timeliness, communication, behaviour, diagnosis, appointment handling, completion or follow-up of a repair.

8.3 Consultation on the five-year planned investment programme

- 8.3.1 Unity will consult residents on the proposed five-year planned investment programme. This consultation will give residents the opportunity to comment on planned works that may affect their homes, blocks, estates or communal areas, including proposed programmes for kitchens, bathrooms, windows, doors, roofs, heating systems, environmental works and other major repairs or improvements.
- 8.3.2 The consultation will be designed to be accessible, inclusive and meaningful. Unity will use a range of engagement methods, which may include letters, newsletters, surveys, estate meetings, drop-in sessions, digital communication, telephone contact and targeted engagement with residents who may need additional support to take part. Translation, interpretation or alternative formats will be provided where required.
- 8.3.3 Consultation feedback will be considered alongside stock condition information, health and safety requirements, legal and regulatory duties, asset sustainability, value for money, customer feedback, complaints, repair history and available budget. Unity will explain where resident feedback has influenced priorities, timing, specifications or communication arrangements, and where it has not been possible to make changes.

8.3.4 The outcome of consultation will be reported to residents in a clear and accessible way, including a summary of the feedback received, key themes, any changes made to the programme and the next steps for delivery. This will support transparency, accountability and confidence that resident views are taken seriously.

8.3.5 The five-year planned investment programme will be reviewed annually and presented through Unity's internal approval and governance arrangements. Board approval will be sought for the programme, subject to appropriate resident consultation and consideration of the feedback received.

9.Funding for repairs and maintenance

9.1 The Repairs and Maintenance Annual Budget will be agreed by the Board in February each year and divided up into the following main and subheadings.

Main budget head	Sub-heading	Examples of expenditure covered
Responsive repairs and voids	Responsive / day-to-day repairs	Emergency, urgent and routine repairs; out-of-hours repairs; follow-on works; minor works; contractor variations.
	Void repairs	Standard and major void works; relet standard works; compliance checks; clearance, cleaning and associated relet costs.
	Aids and adaptations	Minor adaptations up to £1,000. Specialist equipment repairs where Unity is responsible and a service charge is in place.
Compliance, safety and risk-related works	Damp, mould and condensation	Inspections, diagnosis, remedial works, ventilation works, mould treatment, specialist surveys, monitoring equipment and temporary measures.
	Disrepair and legal repair cases	Disrepair works, expert reports, legal-related remedial works, accelerated repairs and settlement-related works where applicable.
	Building safety and statutory compliance	Gas servicing and repairs; electrical testing; fire safety works; asbestos; water hygiene; lifts; door entry; emergency lighting; fire doors and statutory inspections.
	Contingency / unplanned works	Unforeseen urgent works; inflation or price risk; high-cost exceptional repairs; health and safety responses; emergency decants or temporary measures where relevant.
Cyclical, planned and major investment works	Cyclical maintenance	External and internal decoration; gutter cleaning; fencing and path repairs; communal repairs; estate-based recurring works.

Main budget head	Sub-heading	Examples of expenditure covered
	Planned investment / major works	Kitchens, bathrooms, windows, external doors, roofs, heating systems, boilers, structural works, communal improvements and component replacements.
	Estate and environmental improvements	Communal areas, lighting, security works, hard landscaping, bin stores, play areas and environmental safety improvements.
	Energy efficiency and affordable warmth	EPC-related works, insulation, heating efficiency, ventilation improvements, decarbonisation works, grant-funded energy works and retrofit surveys.
Service assurance, customer feedback and recoverable costs	Contractor management and assurance	Post-inspections, quality assurance checks, completion assurance, independent surveys, tenant satisfaction surveys and contractor performance monitoring.
	Rechargeable and recoverable repairs	Tenant damage repairs, leaseholder or shared owner recoverable works, insurance-related recoveries and no-access recharge costs where applicable.

9.3 Annual budget allocations for repairs and maintenance will be based upon information from previous years, allowing for changing levels of housing stock, ageing of stock, knowledge of forthcoming planned maintenance projects and anticipation of changes to contractors pricing. It will be built around Unity's business planning process and consider its longer-term financial forecasting.

9.4 The long-term maintenance plan, usually five years, will be submitted to the 'Senior Management Team' (SMT) and subject to approval by the Board.

10. Insurance claims

10.1 The main objective of 'Insurance Claims' is to minimise loss to Unity from events covered under the policy.

10.2 Unity will ensure that all its properties are adequately covered by insurance to the full reinstatement value. Reference should be made to the insurance company policy, schedule and guidance notes for a full explanation of cover provided and full details of their claims procedure. All claims will be processed as detailed in accordance with Insurers claims requirements.

11. Energy Efficiency, Affordable Warmth and Decarbonisation

- 11.1 Unity's approach to affordable warmth is delivered through its Asset Management Strategy (AMS), planned investment programme, energy performance work and decarbonisation activity. The aim is to improve the thermal efficiency of homes, support residents to live in warm and healthy properties, reduce avoidable fuel poverty risks and ensure that investment decisions are based on reliable stock condition and energy performance data.
- 11.2 Unity will maintain and improve Energy Performance Certificate (EPC) information across its stock and use this data, alongside stock condition surveys, repairs data, resident feedback, compliance information and financial planning, to identify properties requiring energy efficiency improvements. This will support evidence-based decisions on works such as insulation, heating upgrades, ventilation improvements, window and door replacements, boiler programmes and other retrofit measures.
- 11.3 Unity is committed to achieving a minimum EPC C rating across its homes by 2030, where this is reasonably practicable and subject to available funding, technical feasibility and resident access. Energy efficiency works will be prioritised using current property data, risk, resident impact, value for money and the opportunity to coordinate works with planned maintenance or major investment programmes.
- 11.4 Unity will seek to secure external funding and work with partners, neighbouring housing providers, contractors, local authorities and regional bodies where this helps deliver energy efficiency, retrofit and decarbonisation works more effectively. This may include government or regional funding programmes, consortium arrangements and contractor-led delivery models, provided that appropriate governance, procurement, compliance and assurance requirements are met.
- 11.5 Energy efficiency and decarbonisation works will be planned and delivered in a way that supports resident engagement, effective communication and minimal disruption where possible. Unity will consult residents on relevant planned programmes, explain the purpose and benefits of works, consider individual circumstances and support residents to understand how improvements may affect their home.
- 11.6 Progress will be monitored through Unity's asset management, repairs performance, planned investment, risk management and governance arrangements. This will include monitoring energy performance data, programme delivery, budget impact, resident feedback, funding compliance and progress towards EPC and longer-term carbon reduction objectives.

12. Data Quality and Assurance

- 12.1 Unity will maintain accurate, complete and consistent repairs data to support effective service delivery, contractor management, financial control, regulatory assurance and reporting to residents, management and the Board.

- 12.2 Repairs will be recorded using approved coding standards, repair categories, priorities and descriptions. Staff and contractors will be expected to use these standards consistently so that repairs are correctly classified, monitored and reported.
- 12.3 Unity will carry out data validation checks to identify missing, inaccurate or inconsistent information, including checks on repair priorities, completion dates, status updates, contractor notes, recharge coding, cost information and evidence of completion.
- 12.4 Regular reconciliations will be undertaken between Unity's repairs system, contractor records and finance systems to confirm that orders, completions, variations, invoices, accruals, recharges and budget information are accurate and aligned.
- 12.5 Management assurance reporting will be used to monitor data quality, identify exceptions, review trends and confirm that agreed controls are operating effectively. Key issues, risks and corrective actions will be reported through relevant operational, senior management and governance arrangements.
- 12.6 Unity will undertake audits, spot checks and sample reviews of repairs records, contractor information, invoices, completion evidence and performance data. Findings will be used to improve coding accuracy, strengthen controls, support staff training, inform contractor management and provide assurance on current improvement actions.

13. Governance and Responsibilities

The accountability framework for repairs and maintenance is:

Role	Responsibility
Board	Strategic oversight and assurance
Chief Executive	Overall accountability
Director of Housing Operations	Policy implementation and performance
Property Services Manager	Operational delivery
Customer Services Manager	Repairs reporting and customer communication
Contractors	Service delivery and compliance
Tenants	Reporting repairs and providing access

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