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## 1. Purpose and context

This policy sets out the framework within which the Property Service team operates. Its objectives are to:

- Clarify how decisions are made regarding responsive repairs to both customers' homes and communal areas
- Establish the guiding principles for future service improvements and developments

### Superior Landlords

For Superior Landlords, this policy provides a transparent structure outlining how Property Services addresses repairs and Superior Landlord related issues, in coordination with Squared Landlord Services Team. It also clearly defines where responsibility for repairs may lie with the Superior Landlord rather than Squared. Superior Landlords are strongly encouraged to consult their individual lease agreements to understand their specific responsibilities and liabilities.

By setting out this framework, the policy enables Superior Landlords to understand:

- How decisions are made regarding responsive repairs to communal areas or Superior Landlord properties
- Where accountability for repairs rests—whether with Squared, the Superior Landlord or the Customer

## 2. Scope of this policy

This policy enables the Property Services team to deliver a high-quality service that:

- Responds effectively to routine, urgent, and emergency repair needs—whether raised directly by Squared customers or by authorised third parties—in accordance with Squared's landlord's legal obligations
- Aligns with established service standards and timeframes, ensuring customer expectations are met and satisfaction targets are achieved
- Tackles issues of customer-related damage or misuse of Squared and Superior Landlord housing stock helping to reduce unnecessary repair expenditure

- Maximises the efficient and effective use of available budgets in delivering the service
- Ensures full compliance with all relevant legal and statutory requirements

### Who does this policy apply to?

Property Services repairs refer to routine, urgent, or emergency maintenance tasks carried out within Squared owned homes, communal areas, and Superior Landlord-managed properties. These repairs are initiated following a request from a customer or an authorised third party, in accordance with Squared's statutory repairing obligations.

It's important to note that the repairs do not include the following types of work:

- Gas servicing
- Fire safety-related issues
- Cyclical maintenance
- Void Management
- Mechanical and electrical repairs
- Planned maintenance programmes
- Gardening and Cleaning Services

Other works that may be perceived as repairs but fall under separate policies or guidance.

This policy outlines how Property Services will fulfil its responsibilities as a landlord to Squared customers, as defined by legislation and/or the terms of individual lease agreements.

Responsibility for communal and structural repairs typically rests with Squared. Superior Landlords are advised to consult their lease documents for specific details regarding repair liabilities and obligations.

## 3. Definitions and reference to legislations used in this policy

What legislation is this policy associated with? What are the legislative requirements that Squared must fulfil?

Key legislation relating to this policy and statutory provisions of the relevant acts are as follows:

**Landlord and Tenant Act 1985:** This Act gives landlords an absolute obligation to carry out basic repairs, including to the structure and exterior of the property and installations for the supply of water, gas and electricity, and for sanitation, space heating and heating water.

**Awaab's Law 2025:** Awaab's Law regulations are officially known as the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 and amends the Landlord and Tenant Act 1985 to include any hazard that poses a significant risk the health and safety of the of the customer. Awaab's Law sets legal duties that require social landlords to investigate reports of damp and mould and all emergency hazards in customers homes within strict timescales.

**Defective Premises Act 1972:** Section 4 of this Act places a duty on the landlord to take reasonable care to ensure that anyone who might be expected to be affected by defects in the property is reasonably safe from injury or damage to their property.

**Environmental Protection Act 1990:** This Act makes provision for the control of premises whose conditions are considered to be prejudicial to health or a nuisance.

**The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994:** The Right to Repair legislation gives the right to customers to have small emergency or urgent repairs carried out quickly and to receive payment if the landlord fails to meet obligations.

**Housing Act 2004:** Replaced the existing housing fitness standard with the Housing Health and Safety Rating System. It introduced mandatory HMO licensing, additional & selective licensing and the tenancy deposit protection scheme.

**Homes (Fitness for Human Habitation Act) 2018:** This Act states that any property offered by the Council must be fit for human habitation at the time of the Tenancy commencing, and for the duration of that Tenancy.

**Social Housing (Regulation) Act 2023:** This Act sets out requirements for Social Housing landlords with regards to ensuring customers are safe in their home and it meets the required quality standard (Decent Homes) communicating landlord performance and having complaints dealt with promptly and fairly.

#### **Service Charges:**

**The Landlord and Tenant Act 1985 (Reasonableness and the Tribunal)** (as amended): states that a service charge is only recoverable by a landlord so far as the costs have been reasonably incurred. It further states that the service charge is only recoverable if the works have been carried out to a reasonable standard.

**The Commonhold and Leasehold Reform Act 2002, section 151** (known as Section 20): explains the consultation process a landlord must follow by law with customers before carrying out qualifying work or entering into a long-term agreement for providing services.

**Section 20B of the Landlord and Tenant Act 1985** (Limitation Period on Recovery of Service Charge Costs): states that a landlord cannot recover service charge costs that were incurred more than 18 months before they formally demand them, unless they have written to the customer within 18 months of incurring the costs and informing them that they incurred costs, the amount and that they will be demanded in due course.

**Section 22 of the Landlord and Tenant Act 1985:** explains the customers right to inspect accounts, receipts and other documents supporting a summary of service charge expenditure and the period allowed for the leaseholder to request this.

**Social Housing (Regulation) Act 2023:** This Act sets out requirements for Social Housing landlords with regards to ensuring customers are safe in their home, communicating landlord performance and having complaints dealt with promptly and fairly.

## 4. Equalities

Under the Equality Act (2010) Squared has a legal duty to fulfil the requirements of the Public Sector Equality Duty (PSED). Through this duty and in the application of this policy, Squared will carry out its functions in a way that:

- a. Removes discrimination, harassment, victimisation and any other conduct that is unlawful under the Equality Act (2010).
- b. Promotes equal opportunities between people who have a protected characteristic(s) and those who don't.
- c. Encourages good relations between people who have a protected characteristic(s) and those who don't.

Further information on Squared's fulfilment of the Equality Act (2010) is set out in Squared's Fairness Policy.

## 5. Data Protection

Squared is committed to respecting individual privacy and handling personal information with care, integrity, and in full compliance with the law. Protecting personal data is fundamental to the effective delivery of our services. We ensure that all personal information is processed lawfully, fairly, and proportionately, in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. For more details on Squared's approach to data protection and how we manage personal information, please refer to Squared's GDPR Policy.

## 6. Policy

Squared values our customers' views and is keen to ensure they have a say in how the service is delivered. The main objective of this policy is to keep customers homes safe and in a good state of repair, and in so doing provide assurance that Squared is meeting legal and regulatory requirements.

### 6.1 Property Services Repairs Responsibilities – Squared owned stock

Squared's repairs responsibilities are fulfilled by the Property Services Team. Below is a list of repairs showing which are Squared's responsibility and which are customers responsibility. Please note this is not an exhaustive list:

| Repair                         | Details                                                                                                        | Squared | Customer |
|--------------------------------|----------------------------------------------------------------------------------------------------------------|---------|----------|
| Bathroom fixtures and fittings | Toilet seats, bathroom cabinets, mirrors, shower curtains, unheated towel rails, toilet holders, plugs, chains |         | ✓        |
| Blockages                      | Bath, basins and toilets                                                                                       |         | ✓        |
| Boilers                        | Annual servicing and breakdown                                                                                 | ✓       |          |
| Ceilings                       |                                                                                                                | ✓       |          |

|                                      |                                                                                                                                                  |   |   |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---|---|
| Communal areas                       | Including lighting, doors, door locks, door entry phones, bin stores, recycling areas, cleaning, lifts, communal heating, and ground maintenance | ✓ |   |
| Decoration                           | External                                                                                                                                         | ✓ |   |
| Decoration                           | Internal                                                                                                                                         |   | ✓ |
| Entrance door (front and back)       | Including frame and door and draught excluders                                                                                                   | ✓ |   |
| Entrance door locks                  | Including loss of keys and repairs to forced entry if you get locked out                                                                         |   | ✓ |
| Internal doors                       | Repairing or replacing door and/or frames                                                                                                        | ✓ |   |
| Door furniture                       | Including handles, letterboxes and door bells                                                                                                    |   | ✓ |
| Drains                               | Outside, blocked or damaged within the property boundary                                                                                         | ✓ |   |
| Electric appliances                  | Such as cookers, fridges, washing machines and dishwashers                                                                                       |   | ✓ |
| Fixtures and fittings                | Such as coat hooks, curtains, curtain rails                                                                                                      |   | ✓ |
| Flat blocks main and rear entry door | Both manual and electronic                                                                                                                       | ✓ |   |
| Floorboards and subfloors            | Floorboards and latex levelling of hard floors                                                                                                   | ✓ |   |
| Floor coverings                      | Including adapting floors to accommodate carpets                                                                                                 |   | ✓ |
| Garden to individual home            | Including turf, repairs or replacement of dustbins/wheelie bins and recycling refuse areas, trees and shrubs                                     |   | ✓ |
| Garages                              | Attached garages only (excluding garage blocks)                                                                                                  | ✓ |   |
| Glazing                              | Only if broken into, customer must get a crime reference number, or accidentally caused.                                                         |   | ✓ |
| Glazing Communal                     |                                                                                                                                                  | ✓ |   |
| Gutters                              | Repairs with clearing and cleaning.                                                                                                              | ✓ |   |
| Heating                              | Including solar thermal or PV panels                                                                                                             | ✓ |   |
| Hot water heaters                    | Including immersion heaters                                                                                                                      | ✓ |   |
| Infestations                         | Including ants, wasps, bees, cockroaches, mice, rats or bedbugs                                                                                  |   | ✓ |
| Kitchen units                        | Including worktops                                                                                                                               | ✓ |   |
| Light fittings                       | Light bulbs, fuses, pull cords and (including bulbs in sealed units)                                                                             |   | ✓ |
| Paths                                | Including steps, footpaths and ramps                                                                                                             | ✓ |   |
| Pilot lights                         | Including resetting any heating controls                                                                                                         |   | ✓ |

|                            |                                                                              |   |  |
|----------------------------|------------------------------------------------------------------------------|---|--|
| Plastering                 | Including repairs and making good post repair works, excluding re decoration | ✓ |  |
| Plumbing repairs and leaks | Including outside pipes, unless installed the customer.                      | ✓ |  |
| Porches                    |                                                                              | ✓ |  |
| Roofing and outside walls  | Ensuring the property is weatherproof and watertight                         | ✓ |  |
| Showers                    | Where provided by Squared only.                                              | ✓ |  |
| Stairs                     | Including banister, handrail and staircases                                  | ✓ |  |
| Switches and sockets       |                                                                              | ✓ |  |
| Ventilation systems        | Including heat recovery systems and mechanical extraction fans.              | ✓ |  |
| Wall tiling                | Including patch repairs and making good post repairs works                   | ✓ |  |
| Water leaks                | Including sealant around sinks and bath                                      | ✓ |  |
| Windows                    | Including windowsills, sash cords, catch and frames                          | ✓ |  |

In accordance with the Tenancy Agreement and Conditions of Tenancy, Squared will not accept repair requests where the responsibility clearly lies with the customer. For further guidance, customers are encouraged to consult the Tenancy Agreement and Conditions of Tenancy.

Additionally, Squared may decline responsive repair requests in cases where the customer has not completed basic checks or preparatory steps to confirm the need for repair or to ensure the work area is ready. This helps ensure that resources are used efficiently and that repairs are carried out safely and appropriately.

The following examples illustrate situations where a request may be refused. Please note this is not an exhaustive list:

- checking and resetting trip switches to help identify if the issue relates to an electrical item within the home or an electrical fault in the property;
- attempting to clear blockages in wastes, gullies and toilets;
- cleaning out shower heads;
- removing areas of boxing and other items such as furniture that would otherwise prevent an operative from accessing the repair area;

- lifting any fitted carpets, laminate flooring and similar that may be required to access and complete the repair;
- maintaining the property to a standard of cleanliness and without a build-up of clutter or rubbish that will allow an operative to carry out repairs safely;
- moving white goods and/or furniture out of the area to be worked on.

Furthermore, Squared's Property Service:

- requires a suitable and sufficient accessible route to and from the area to be worked on to complete repairs.
- may not accept repairs requests from customers with regards to fixtures and fittings added to the property by the current or previous customers.
- does not offer lock changes, fit additional locks, fixtures and fittings, or install customers own purchased goods, fixtures and fittings.
- will not decorate any areas affected by the works following completion of the repair.
- will ensure that during any repair work, disruption is kept to a minimum and that following any repair work, the area is left clean and tidy.
- does not assist to gain entry to their properties. In exceptional circumstances, only following a referral from another team or from the Police will this take place. The named customer must be present when the lock change is carried out in order to take ownership of the keys.

### **Exceptional Circumstances and Additional Consideration**

Squared recognises that customers may occasionally face exceptional circumstances that require additional consideration beyond the standard scope of the Repairs and Maintenance Policy. Where a customer believes their situation falls outside the policy's provisions, Property Services will work collaboratively with other relevant departments to assess the circumstances and agree on an appropriate solution.

If it is determined that special consideration is necessary to safeguard either individuals or property—and the issue is beyond the customer's ability to resolve—this will be factored into the decision-making process. Squared is also committed to making reasonable adjustments to ensure fair and equitable access to Property Services for all customers.

In rare cases, a request for additional consideration may result in a referral that cannot be fulfilled due to limited resources or insufficient information. In such instances, Property Services reserves the right to decline the request. The referring officer will then be advised to explore alternative solutions through other channels. Where a referral is declined, Property Services will provide a clear explanation outlining the reasons why the requested work cannot be undertaken.

In some cases where repair or damage falls within the scope of Property Services, the extent of the repair required may result in Squared:

- temporarily cutting off services;
- temporarily stopping all rights of access to the property;
- permanently diverting rights of access (such as paths or water pipes) as long as it is no less beneficial to the property;

- decanting the customer to an alternative property in line with Squared's Decant Policy to enable the repair to be carried out.

In some cases, a repair issue may be covered by Squared's buildings' insurance (for example, water damage or fire). In order for a potentially eligible repair to be investigated, a customer must initially:

- report the damage within 30 days of it occurring.
- report any act of criminal damage or vandalism that caused the repair to the Police and obtain a valid crime reference number.

## 6.2 Squared's Repairs Responsibility – Superior Landlords

Below is a list of repairs showing which are Squared's responsibility and which are the Superior Landlord's responsibility. Please note this is not an exhaustive list:

| Type of Issue                                                                                                             | Examples (not exhaustive)                     | Responsibility | Notes                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------|
| General wear and tear                                                                                                     | Carpet wear, skirting board marks, oven grime | Not applicable | The property will be handed back to the Landlord with general wear and tear                                             |
| Gas and electrical safety checks                                                                                          | Gas and electrical safety inspections         | Landlord       | Superior Landlords have the offer for Squared to carry out compliance safety checks, with cost being deducted from rent |
| Repairs required to:<br>The exterior or structure of the property<br>Heating and hot water systems<br>Kitchen or bathroom | Roof leaks, worn out kitchen cabinets         | Landlord       | Urgent repair or replacements will be required                                                                          |
| Insured Risks                                                                                                             | Damage caused by fire or flood                | Landlord       | Urgent repair or replacements will be required                                                                          |
| Heating or hot water failure                                                                                              | Boiler breakdown                              | Landlord       | Urgent repair or replacements will be required                                                                          |
| Replacing any appliances or furniture supplied                                                                            | Broken fridge, collapsed wardrobe             | Landlord       | Urgent repair or replacements will be required                                                                          |

|                                                                                              |                                                |                                                                                   |                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------|------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| by Landlord that have worn out or have a fault                                               |                                                |                                                                                   |                                                                                                                                                                                                                                            |
| Worn out floor coverings                                                                     | Threadbare carpet                              | Landlord                                                                          | Urgent repair or replacements will be required                                                                                                                                                                                             |
| Deliberate or careless damage to any part of the Property or Content by Occupiers or others. | Carpet damage, cracked basin, broken window    | Squared, to the extent that the relevant costs can be recovered from the customer | Squared will do its best to recover the costs of such damage from the customer, (for example by deducting them from the deposit). However, Squared is not obliged to bring legal action against occupiers or pay for the damage ourselves. |
| Decoration                                                                                   | Painting and wallpaper hanging                 | Not applicable                                                                    | Save to make good other works, neither Landlord nor Squared are obliged to decorate during the term. However, Superior Landlord <i>may</i> allow occupiers to do so with permission.                                                       |
| Renovations at the end of the Lease.                                                         | Decoration, gardening maintenance and cleaning | Squared                                                                           | Squared will return the Property to the Landlord in a Lettable Standard (as defined in the Lease).                                                                                                                                         |

### 6.3 Reporting a responsive repair

Customers are responsible for reporting any repairs or damage to their home or communal areas.

This includes:

- Criminal damage
- Damage caused by neglect or third-party fault
- Accidental damage
- General wear and tear

#### Online Portal – The Preferred Method

The quickest and most efficient way to report a responsive repair is via the **Online Portal**. If you are unable to use the portal or require help to set up an account, please contact the repairs team by:

- Email [repairs@squared.org.uk](mailto:repairs@squared.org.uk)
- Telephone: 01582 391 053

### Emergency and Urgent Repairs

For emergency or urgent repairs, please call the Repairs Team directly during normal working hours:

- **Monday to Thursday:** 09:00 – 17:00
- **Friday:** 09:00 – 16:30
- Telephone: 01582 391 053

For emergency repairs that pose a risk to personal safety or the structural integrity of the building **outside of normal hours**—including evenings, weekends, and bank holidays—please call:

- Telephone: 01582 391 053

### Who can report a responsive repair?

#### Customer:

Repairs may be reported by the customer, a recognised household member, or an authorised third party. If a customer wishes to nominate someone else to act on their behalf in managing repair requests, they must provide written authorisation along with the necessary permissions.

This process ensures compliance with data protection legislation and safeguards the customers personal information. Without this written consent, Squared is unable to discuss or process repair requests with third parties.

### 6.4 Repairs Priorities and Timescales

Property Services operates within a clearly defined framework of priorities and timescales to assess and manage repair requests from customers, including those related to communal areas. This framework helps ensure that repairs are handled efficiently and fairly, based on urgency and available resources.

While faults may not always be fully diagnosed at the point of reporting, the framework allows the Property Services Team to determine the appropriate trade, priority level, and timeframe. An operative will then be dispatched to assess and complete the repair.

All response times refer to the period from when the repair is reported to when it is completed. In some cases, this may involve an initial inspection before the repair is carried out.

### Priority Categories and Timeframes

| Repair Type     | Response Time          |
|-----------------|------------------------|
| Emergency       | Within 24 hours        |
| Urgent Repairs  | Within 7 working days  |
| Routine Repairs | Within 28 working days |

## Temporary Adjustments to Timeframes

Property Services reserves the right to temporarily adjust repair timeframes in exceptional circumstances. Examples include:

- Increased demand following extreme weather events
- Seasonal surges in specific repair types, such as guttering, that exceed available resources

## Communication and Delays

The service is committed to completing all reported repairs within the stated timeframes. If delays occur, customers will be informed either at the time of reporting or within five working days—depending on how the report was submitted. A revised completion timeframe will be provided, along with an explanation for the delay.

## 6.5 Emergency Repairs

A repair request is classified as an **Emergency** and attended to within **24 hours** if, upon initial assessment, it meets one or more of the following criteria:

- There is a probable risk to the health or safety of one or more individuals if the issue is not resolved or made safe
- There is a probable risk of damage to the structure of the property or its fixtures and fittings
- There is a probable risk of severe hardship to individuals if the issue is not resolved or alternative facilities are not provided

## Examples of Emergency Repairs for Customers

The following are examples of emergency repairs, though this list is not exhaustive:

- Insecure external window, door, or lock
- Total loss of electrical power
- Unsafe power socket, lighting fixture, or electrical fitting
- Leak from a water or heating pipe, tank, or cistern
- Total loss of water supply to the property
- Blocked or leaking foul drain, soil stack, or toilet pan (where no other working toilet is available)
- Toilet not flushing (where no other working toilet is available)
- Total or partial loss of electric or water heating between **31 October and 1 May** in properties without a gas heating or hot water system

## Purpose and Follow-Up

The primary objective of an emergency repair visit is to eliminate the immediate risk, make safe and, where possible, complete the repair during the initial attendance. If further work is required, it will be reclassified and prioritised as either Urgent or Routine, depending on the nature of the issue and in line with standard repair protocols where no emergency element exists.

## 6.6 Emergency Out of Hours Service

The Out of Hours service is available to customers outside standard working hours—**Monday to Thursday (17:00–09:00), Friday (from 16:30), weekends, and bank holidays—only** where there is an **immediate risk to personal safety or property** that cannot reasonably be managed until 09:00 the following working day.

The daytime Property Services Team may refer emergency repairs to the Out of Hours service when necessary to ensure safety or prevent further damage. If a repair does **not** meet the criteria for emergency attendance, customers will be advised to contact Property Services during normal hours.

### **Follow-Up and Further Work**

If an emergency repair is attended out of hours and the immediate risk is resolved, any remaining work will be scheduled and prioritised as either **Urgent** or **Routine**, depending on the nature of the issue.

In certain cases—such as adverse weather—where it is not possible to make the property safe, the customer will be advised to contact Property Services the next working day. Basic guidance may be provided to help manage the situation in the interim. If the issue arises over a weekend or before a bank holiday, customers may be advised to call back if the situation worsens, so it can be reassessed and referred to a contractor if safe to do so.

If it is deemed unsafe for occupants to remain in the property, Squared Homes team will arrange alternative accommodation in accordance with the Squared's Decant Policy. This may involve temporary housing, including hotel accommodation, depending on availability and the severity of the situation.

### **Misuse of the Out of Hours Service**

Customers may be required to repay any costs or liabilities incurred due to misuse of the Out of Hours service.

Property Services actively monitors usage and will refer any concerns to the Homes team. Examples of misuse or concern include, but are not limited to:

- Provide false or misleading information to obtain a faster response
- Repeatedly reporting avoidable circumstances
- Failing to be present when an operative attends
- A pattern of using the Out of Hours service to bypass daytime procedures
- Concerns about the welfare of the caller
- Inappropriate behaviour towards staff or contractors

## **6.7 Urgent Repairs**

A repair is classified as **Urgent** when it poses a risk of significant discomfort to the customer or potential damage to the property if not addressed promptly. These repairs are defined by legislation and are prioritised for completion within **7 working days** from the time they are reported.

## Examples of Urgent Repairs for Customer Properties

The following are typical examples of urgent repairs, though this list is not exhaustive:

- Partial loss of electrical power
- Partial loss of water supply to the property
- Total or partial loss of electric space or water heating between **1 May and 31 October** in properties without gas heating or hot water systems
- Blocked sink, bath, or basin
- Tap that cannot be turned off
- Loose or detached banister or handrail
- Rotten timber flooring or stair tread
- Window repairs required to secure the property
- Leaking roof
- Non-functioning mechanical extractor fan in an internal kitchen or bathroom

## 6.8 Routine Repairs

A repair is classified as **Routine** when it causes only minor inconvenience and poses no risk to the safety of individuals or property, provided it is completed within **28 working days**.

These repairs are scheduled accordingly and typically involve non-urgent issues that do not require immediate attention.

## Examples of Routine Repairs for Customer Properties

The following are typical examples of routine repairs (not an exhaustive list):

- Easing and adjusting windows or doors
- Repairing or replacing bath panels
- Gate repairs
- Addressing blown or misted window units

## 6.9 Reasonable Adjustments and Inclusive Access

Property Services recognises that some customers, members of their household, may require additional support to access and complete responsive repairs. To ensure equitable service delivery, customers can request reasonable adjustments in person, by email, post, or telephone.

## Examples of Reasonable Adjustments

Reasonable adjustments may include, but are not limited to:

- Allowing customers to be accompanied by a representative during appointments with Squared or Squared contractors
- We are committed to supporting our customers by providing assistance with interpretation needs to ensure everyone can access and understand our services.
- Supplying accessible documents in formats such as large print, braille, or easy-read versions
- Arranging for customers to share information via phone or in person, rather than online or on paper

We are committed to amplifying the voices of the communities we serve. This commitment is grounded in our responsibilities under the Public Sector Equality Duty, as outlined in the Equality Act 2010, and supported by the implementation of Squared's Equality, Diversity, and Inclusion Policy. As a registered housing provider, Squared will make reasonable adjustments to ensure that all individuals can access Property Services fairly and without barriers.

## **6.10 Appointments**

### **Appointment Scheduling for Responsive Repairs**

Appointments are not offered for Emergency responsive repairs, as these are attended within 24 working hours. To ensure access, the customer—or a representative aged 18 or over—is expected to remain at the property during this period until the repair is made safe or completed.

Appointments are also not offered for communal repairs. These will be attended by an operative or nominated contractor according to the assessed priority and associated timeframe.

### **Appointment Slots for Urgent and Routine Repairs**

For **Urgent** and **Routine** repairs within customers properties, appointments are offered in the following time slots (excluding Bank Holidays):

- **AM slot:** Monday to Friday, 08:00 – 13:00
- **PM slot:** Monday to Friday, 12:00 – 16:00
- **School run slot:** Monday to Friday, 09:30 – 14:30

### **Circumstances That May Affect Scheduled Appointments**

Appointments may occasionally need to be rescheduled due to unforeseen circumstances. Examples include, but are not limited to:

- Diagnosis during attendance reveals more extensive work than anticipated, requiring additional time or immediate action
- A serious emergency arises that demands urgent attention and possibly multiple operatives or subcontractors
- Severe weather conditions impacting safe travel and access
- Temporary reduction in available staff due to illness or other factors
- Implementation of national or regional government restrictions

## **6.11 Access Requirements for Repairs**

In accordance with the Tenancy Agreement and Conditions of Tenancy, customers are required to allow access for the following purposes:

- To inspect reported responsive repairs within the property or in communal areas, blocks, or estates associated with the property
- To carry out Emergency, Urgent, or Routine repairs, or other necessary works
- To conduct safety checks in areas managed by the service

All operatives and contractors attending on behalf of Property Service will present official identification before commencing any inspection or repair work.

To ensure safety during repair visits, customers must keep young children and pets away from the work area while repairs are being carried out.

### **Missed Appointments and Emergency Access**

Failure to provide access for a scheduled appointment is considered a breach of tenancy responsibilities.

In certain emergency situations—such as serious water or sewage leaks, or unsafe electrical conditions—immediate access may be required. In line with the Tenancy Agreement, Squared may enter the property without prior consent or written notice, whether the customer is present or not, in the following circumstances:

- To inspect and make safe any serious emergency repair (e.g. major leaks, electrical or gas hazards)
- To gain entry by force if necessary, in cases of fire, flood, or imminent danger to health and safety

Where forced entry is required, Property Services will ensure the property is left secure, and provide new keys and key safe if required. However, the customer may be charged for the costs associated with gaining entry.

### **Conduct During Appointments**

If an operative, contractor or other member of Squared staff is subjected to harassment, abuse, violence, or threats during a visit, they are entitled to leave the property immediately. Squared treats all such incidents with utmost seriousness and will refer the matter to the police or other appropriate authorities.

In line with the Tenancy Agreement and Conditions of Tenancy, customers must allow access for the following purposes:

- to inspect requested responsive repairs in the property, or to the communal areas, block or estate of which the property forms a part.
- to carry out Emergency, Urgent and Routine responsive repairs or other necessary works to the property, or to the communal areas, block or estate of which the property forms a part.
- to carry out safety checks in areas managed by the service.

Operatives from Property Services and/or contractors will show an official identification card prior to starting the inspection or work in a property.

Property Services requires that young children and pets are kept away from the area of repair work whilst the attending operative/sub-contractor carries out the repair.

Failure to allow access to your property for a pre-arranged appointment is a breach of your responsibilities as outlined in the Tenancy Agreement and Conditions of Tenancy.

### **Missed Appointments**

Due to the nature of the property services, exceptional circumstances may occasionally require the reallocation of resources or re-routing of work. This can result in appointments being missed or rescheduled at short notice. In such cases, Property Services will make every effort to contact the customer as soon as possible and arrange a new appointment. If the customer cannot be reached despite reasonable attempts, the service reserves the right to reschedule the appointment without direct confirmation.

### **Customer-Initiated Changes**

Customers may amend or cancel responsive repair appointments up to the day of the scheduled visit. It is the customer's responsibility to notify Property Services if they wish to rearrange or cancel an appointment.

### **Compensation and Accountability**

Squared does not offer compensation for delays or disruptions caused by circumstances beyond its control, including short-notice rescheduling. However, where there are unacceptable delays in carrying out 'qualifying repairs' under the Right to Repair: where Squared has failed to carry out repairs and when a further request from a customer still fails to lead to the works being completed within a specified period customers may be entitled to compensation, in line with Squared Compensation Policy.

Property Services monitors missed appointments and may apply a recharge where a customer fails to provide access for a scheduled visit or emergency attendance. This is considered a breach of tenancy responsibilities.

### **Missed Appointment Procedure**

If an operative or officer attends a scheduled appointment and the customer is not present:

- Attempts will be made to contact the customer using the details on file
- If contact cannot be made or access is not possible, photographic evidence will be taken to record the visit, including the date and time
- A calling card will be left at the property

It is the customer's responsibility to ensure that accurate and up-to-date contact details are provided when reporting a repair.

At this stage, Property Services will contact the customer to arrange a new appointment if work is still required.

### **6.12 Recharges**

The Head of Property Services has overall accountability for the following, in line with Squared's recharge policy:

- identifying re-chargeable work carried out by Property Services;
- providing the Homes team with the cost of customers rechargeable work
- providing the Landlord Services team with details and costs of Landlord re-chargeable work

## **Customers**

Property Services does not accept repair requests for items or issues that fall under the customer's responsibility. However, in cases where a customer is unable to afford a repair that is their responsibility, they should contact the Homes team for guidance. Depending on the nature of the repair and the customer's circumstances, it may be possible to arrange instalment payments in advance. Once the full amount is collected, the repair may be referred to Property Services for completion.

If a repair is the customer's responsibility and poses a risk to personal safety or property—and the customer lacks the financial means to resolve it—Property Services may attend to make the area safe. In such cases, the customer will be liable for:

- A standard attendance fee
- The cost of any works completed

Payment arrangements will be coordinated through the Homes team.

## **Superior Landlords**

All landlords are required to pay charges as outlined in their lease agreement.

## **Communication and Transparency**

Property Services are committed to informing liable parties of any costs they may incur for chargeable repairs.

## **Customer Responsibilities**

Customers are responsible for repairs resulting from:

- Accidental damage
- Misuse or neglect by household members or visitors
- Damage in both individual properties and communal areas

Where Property Services determines that a repair is required for reasons other than fair wear and tear, the customer will be charged. These cases will be referred to the Homes team with full documentation for review and recharge processing.

## **Exceptions to Charges**

Property Services may not charge for repairs in certain circumstances on a case by case basis.

### **6.13 Circumstances when a responsive repair request cannot be accepted**

Property Services will not accept responsive repair requests in the following situations:

- The requested repair is already scheduled to be completed as part of a planned investment programme, capital project, or major works scheme, and there is no immediate risk to person or property
- An abandonment notice has been issued for the property

### **6.14 Use of specialist contractors**

Property Services reserves the right to delegate work to approved contractors for completion. All contractors working on behalf of Property Service will carry official identification and are expected to present it upon arrival.

Contractors are considered an extension of Property Services, and are held to the same standards of professionalism and quality. Any concerns, feedback, or compliments regarding contractor conduct or workmanship can be:

- Reported directly to Property Services through standard communication channels
- Submitted via the customer portal
- Squared website

### **6.15 Post-Inspections and Quality Assurance**

To ensure high standards of service delivery, Property Services conducts ad hoc post-inspections on both in-house and contractor-completed works. These inspections are a key part of the service's quality control framework and contribute to performance monitoring.

Post-inspections are scheduled to cover a representative sample of:

- Various types of repairs
- Different property types
- Communal and estate areas
- Geographical locations across the town

### **Customer-Initiated Post-Inspections**

If a customer believes that completed repair work does not meet acceptable quality standards, they have the right to request a post-inspection. This can be arranged by contacting Property Services through the usual communication channels.

### **6.16 Health & Safety**

Property Services is committed to maintaining high standards of health, safety, and welfare for both employees and residents. To achieve this, all in-house operatives and approved contractors strictly adhere to:

- Relevant health and safety legislation
- Industry codes of practice
- Authoritative guidance notes

This approach ensures that all repair activities are carried out safely, responsibly, and in line with Squared's Health and Safety Policy and Procedures.

### **6.17 Performance and Delivery**

To ensure Property Services are delivered efficiently and meeting customer expectations, performance indicators will be established and regularly reviewed. These indicators will be:

- Specific
- Clear

- Attainable

Targets focus on key aspects of service delivery, including timeliness, quality of work, customer satisfaction, and responsiveness. Monitoring these metrics allows for continuous improvement and accountability across both in-house teams and contracted services.

### **6.18 Customer Feedback and Satisfaction Monitoring**

Property Services actively seeks feedback from customers to assess the quality of service delivery and identify areas for improvement. Feedback is a vital component in helping the service meet its agreed customer satisfaction standards.

Customers may be contacted through various channels, including:

- Phone calls
- Text messages
- Emails
- Letter
- Face-to-face conversations
- Other appropriate media

Feedback is typically requested following specific repair work that has recently been completed. As a result, customers may be invited to participate in surveys multiple times within a year if several jobs have been carried out.

All responses are valued and appreciated, and the insights gathered contribute directly to the service's Key Performance Indicators, helping to shape future service improvements.

### **6.19 Complaints**

Squared is committed to delivering high-quality property services. However, if a customer is not satisfied with how their repair request has been handled, they have the right to raise a formal complaint.

Details of the complaints policy and process, including how to submit a complaint and what to expect, can be found on Squared website.

## **7. Customer Consultation**

As a social housing provider, we are passionate about placing our customers at the heart of everything we do. Ensuring that customers have a meaningful say in how services are delivered is central to our approach.

Between October 2023 and January 2024, customers were invited to take part in a survey designed to gather feedback on various aspects of their housing experience—including how satisfied they were with the way Squared maintains their homes.

Following the survey period, responses were carefully reviewed and analysed, with particular attention given to feedback that referenced Property Services. This analysis helped us understand how repairs influence overall customer satisfaction, and will inform future improvements to service delivery.

| Homes and Communal Areas                     | Percentage |
|----------------------------------------------|------------|
| A homes that is well maintained              | 69%        |
| A Home that is safe                          | 72%        |
| Communal area kept clean and well maintained | 72%        |

| Property Services                                                           | Percentage |
|-----------------------------------------------------------------------------|------------|
| Satisfied with overall repairs service                                      | 78%        |
| Satisfied with the time taken to complete their most recent repair          | 79%        |
| Satisfied with the way Squared dealt with repairs and maintenance generally | 70%        |

## 8. Monitoring and Review

The Head of Property Services holds overall responsibility for this policy, ensuring it is fully implemented and operates effectively.

Responsibilities of the Head of Property Services include:

- Overseeing the effective implementation and delivery of the policy
- Monitoring service performance and delivery against policy objectives
- Developing and updating processes and procedures to remain aligned with the policy

This policy will be formally reviewed by the Head of Property Services every two years, or earlier if there are changes to relevant legislation or regulatory standards that require an update.

## 9. Policies to be read in conjunction

| Ref      | Appendices to be read alongside this policy document |
|----------|------------------------------------------------------|
| GEN-34   | Service Charge Policy                                |
| GEN13    | GDPR Policy                                          |
| GEN04    | Complaints Policy                                    |
| PropDMP1 | Damp and Mould Policy                                |
| GEN29    | Compensation Policy                                  |
| MAINT12  | Decant Policy                                        |
| MAINT05  | Planned Maintenance Policy                           |
| GEN18    | Void Management Policy                               |
| GEN02    | Health and Safety Policy and Procedures              |
| GEN01    | Fairness policy                                      |

|         |                             |
|---------|-----------------------------|
| GEN22   | Aids and Adaptations Policy |
| H&LLS03 | Mutual Exchange Policy      |