



Falcon

REPAIRS AND MAINTENANCE POLICY

Revised By:	Adam Browning
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Significant Revisions:	Compliance and legislation section added; scope section added; Landlord and lease section added. Significant additions to contractor section; Minor changes to other sections.
Reviewed and Signed Off By:	Trustees
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Policy Outline

This Policy sets out how Falcon Support Services will ensure that it provides an effective, efficient, and responsive repairs, maintenance, and property management service that complies with both its landlord obligations and its responsibilities to service users/residents in respect of the repair and maintenance of its properties.

This policy also sets out how Falcon Support Services aims to achieve the above by covering:

- The different repair categories and target timescales.
- The monitoring and reporting standards that will be undertaken to support the improvement of future repairs and maintenance services.
- Providing a safe, secure, and healthy living environment for residents.
- Providing a high-quality, responsive, efficient, and cost-effective repairs service.
- Meeting legal and contractual repair obligations.
- Meeting health and safety requirements in line with organisational policies and procedures.
- Reviewing the procurement and performance of contractors undertaking repairs and maintenance works.

Compliance and Legislative Responsibilities

Falcon Support Services will ensure that repairs, maintenance, and property management activities are carried out in accordance with all relevant legislation, regulatory requirements, lease obligations, and organisational policies and procedures.

This includes compliance with relevant landlord and housing legislation, including obligations under the Landlord and Tenant Act 1985, Health and Safety at Work legislation, HMO management requirements, and statutory servicing and inspection obligations relating to gas safety, electrical safety, fire safety, water hygiene, and asbestos management where applicable.

This policy should be read alongside Falcon Support Services Health & Safety policies and procedures, which provide further guidance regarding statutory compliance and safety management.

Scope

This policy applies to all properties owned, leased, managed, or occupied by Falcon Support Services, including shared accommodation, HMOs, and hostel accommodation.

The policy applies to all staff, residents/service users, contractors, consultants, and external agencies involved in repairs, maintenance, servicing, or property management activities on behalf of Falcon Support Services.

Expected Outcomes

Key outcomes of operating an effective Repairs, Maintenance and Property Management Policy include:

- Ensuring that properties are well maintained, safe, and secure in line with organisational Health & Safety policies.
- Maximising the percentage of reactive repairs completed “right first time” and minimising repeat repairs.
- Ensuring that service users/residents are provided with a safe, comfortable, and suitable living environment.
- Ensuring repairs and maintenance issues are responded to and completed within appropriate timescales where reasonably practicable.

Roles and Responsibilities

Project staff are responsible for ensuring repairs are reported promptly, supporting residents/service users in reporting maintenance concerns, and facilitating access for contractors where required.

The maintenance, facilities, and compliance functions are responsible for overseeing repairs, planned maintenance programmes, contractor management, and compliance monitoring.

Senior management and the Estates Subcommittee are responsible for oversight of repairs performance, monitoring compliance, and supporting service improvement.

All staff, residents/service users, and contractors are expected to cooperate in ensuring properties are maintained safely and appropriately.

Response to Repairs & Maintenance Types

Reactive repairs are carried out in response to maintenance issues reported by staff or residents. All repairs must be logged through the organisation’s maintenance system (Inform) and categorised according to urgency to ensure appropriate response times.

Where possible, Falcon Support Services will aim to take a proactive approach by completing scheduled repairs and preventative maintenance through planned maintenance programmes.

Repairs are classified as emergency, urgent, or routine repairs, which determines how quickly the repair should be carried out. It is recognised that repairs requiring an immediate response will generally incur a greater cost; however, repairs will always be prioritised based on risk, health and safety, and the impact on residents and properties.

Consideration should also be given to whether a resident has any particular vulnerabilities or support needs that mean a repair should be carried out more quickly than the designated timescale, as well as whether seasonal factors may increase the urgency of the repair.

Repairs affecting vulnerable residents/service users may be prioritised above standard response times where the issue presents an increased risk to wellbeing, safety, physical health, or mental health.

Maintenance Types

The purpose of this section is to set out the distinct categories of repairs.

Reactive repairs, commonly known as day-to-day repairs, can be categorised according to the urgency of the repair required. They are classed as emergency, urgent, and routine repairs.

Such repairs are reported by staff through the organisation's maintenance systems on Inform. Residents/service users should also report any maintenance issues to project staff to enable them to be logged on Inform and repaired in line with the appropriate response time. Repairs are generally required to be undertaken within defined timescales in order to ensure that they do not create a health and safety risk or lead to further deterioration of Falcon Support Services properties.

Repair Categories

Emergency – Attend and Make Safe Within 24 Hours

Falcon Support Services aims to attend and make safe all emergency repairs within a 24-hour period and, where possible, on the same day. Outside normal working hours, projects should use their ICE Pack emergency guidance to contact the relevant contractor to resolve the emergency issue.

Emergency repairs are problems which put at immediate risk the health, safety, or security of a resident/service user/staff member, or where delay would likely result in significant damage to the property. Emergency repairs are primarily carried out to make the situation safe, although the full repair may also be completed where practicable.

Where follow-on works are required to permanently resolve the issue, these should be completed within an appropriate timeframe based on the nature of the repair, risk level, contractor availability, and any parts or specialist works required. Outstanding works should remain monitored through the repairs process until completion.

Examples of Emergency Repairs include the following:

- Burst taps/pipes.
- No water supply.
- Blocked or leaking foul drains or soil stacks.
- Choked toilet, where there is only one toilet in the property.
- Toilet not flushing, where there is only one toilet in the property.
- Blocked sink or bath with the potential to cause flooding.
- No heating or hot water where no alternative heating is available.
- Boiler not working or blocked flue.
- Loss or partial loss of gas supply.
- Full loss of lighting and/or power, particularly where the household includes a child or vulnerable adult.
- Dangerous or unsafe electrical sockets, fittings, or wiring.
- No lighting or power.
- Unsecured external doors or ground floor windows creating a security risk.
- Unsafe timber flooring or stair treads.
- Failure of fire alarm systems, emergency lighting, or critical fire safety systems.
- Fire door damage affecting compartmentation or means of escape.

- Any serious Health & Safety related issue.

Urgent – Response and Completion Within 5 Working Days

Urgent repairs are problems which cause a significant loss of facility to the resident/service user/staff member or are likely to cause further deterioration to the structure, fabric, fixtures, fittings, appliances, or services within the building if not addressed promptly.

All urgent repairs must be reported through Falcon Support Services maintenance logging systems (Inform). Residents/service users should also report maintenance issues to project staff to enable them to be logged and repaired within the appropriate response time.

Where follow-on works are required, such works may be scheduled separately and completed as routine repairs where appropriate.

Routine – Completion Within 20 Working Days

Routine repairs are repairs which can reasonably be delayed or scheduled at a later date without causing serious inconvenience to the resident/service user/staff member and without causing further adverse effects to the property.

Routine repairs will normally be completed within 20 working days.

Resident Responsibilities

Residents/service users are expected to:

- Report repairs and maintenance issues promptly to staff.
- Provide reasonable access for inspections and repairs.
- Take reasonable care of the property and fixtures.
- Avoid causing deliberate damage or damage through misuse or neglect.

Falcon Support Services will normally provide a minimum of 24 hours' notice for non-emergency repairs requiring access to occupied rooms or accommodation.

In emergency situations, or where there is a serious concern relating to health, safety, fire risk, welfare, or significant property damage, Falcon Support Services may require immediate access to the property or room in line with organisational procedures and occupancy agreements.

Falcon Support Services may recharge the cost of repairs where damage is found to have been caused deliberately, maliciously, or through negligence, in line with organisational procedures.

Exceptional Circumstances

Where a contractor cannot carry out works within the required timescale for reasons beyond their control, or Falcon Support Services is unable to arrange repairs within the target timescale for reasons outside of its control, it may be necessary to extend the maximum time allowed.

Exceptional circumstances may include:

- Severe weather conditions.
- Epidemic or public health emergency.
- Failure of the service user/resident to provide access for inspection or completion of the works.
- Safety concerns relating to Falcon Support Services staff or contractors.
- Delays in sourcing specialist parts or materials.

Any delays should be appropriately recorded, authorised where necessary, and communicated to relevant staff and residents along with a revised timeframe where possible.

Planned and Cyclical Maintenance

Cyclical maintenance is work that is carried out on a regular cycle, whether annually, five-yearly, or at other scheduled intervals. This work is undertaken to prolong the life of equipment or the property and/or to fulfil legal and contractual obligations. Examples include annual gas servicing, grounds maintenance, fire alarm servicing, emergency lighting checks, fire door inspections, and five-year electrical inspections. Timelines for servicing and inspections can be different depending on the property and considerations such as insurance obligations.

Planned maintenance/major repairs are larger programmes of work usually involving the replacement of major property components such as kitchens, bathrooms, boilers, or roofs. These works are generally delivered through planned programmes and contracts to ensure value for money and consistency of service delivery. Planned works should form part of a scheduled maintenance programme.

Planned and cyclical maintenance programmes will also support the upkeep and servicing of fire safety systems and equipment in line with organisational Health & Safety policies and statutory requirements.

Void Properties and Turnaround Repairs

Where accommodation becomes vacant, Falcon Support Services will aim to carry out necessary inspections, safety checks, cleaning, repairs, and redecoration within reasonable timescales to ensure the property is safe, suitable, and ready for reoccupation.

Void works may include repairs identified during property inspections, replacement of damaged items, health and safety checks, and compliance inspections where required.

Leased Properties and Landlord Responsibilities

Where properties are leased from external landlords or managing agents, Falcon Support Services will work collaboratively with landlords to ensure repairs and maintenance responsibilities are carried out in accordance with lease agreements and contractual arrangements. Falcon Support Services are also developing a minimum standards document to outline expectations of repairs and responsibilities. This is being designed to also ensure properties are of a standard that is both compliance with Health and Safety and housing legislation and provides a good standard of living.

Falcon Support Services will report repair issues to landlords where responsibility sits outside of the organisation's control and will monitor progress to ensure issues are resolved within a reasonable timeframe.

Falcon Support Services will maintain appropriate communication and escalation processes with landlords and managing agents to ensure repair responsibilities and compliance obligations are fulfilled effectively.

Where repairs or compliance issues present a significant risk to residents, staff, or property, Falcon Support Services reserves the right to escalate concerns appropriately and take any reasonable interim action necessary to maintain safety.

Contractors

Falcon Support Services maintains an agreed list of approved contractors and will aim to use these contractors wherever reasonably practicable. If a contractor on the approved list cannot complete the work within the required timeframe, an alternative contractor may be sought in line with the organisation's procurement policy.

All projects and the maintenance team should use the approved contractors list wherever possible to arrange maintenance work that cannot be carried out by the in-house maintenance team.

Where an emergency repair is required and there is not a suitable contractor available on the approved list, an alternative contractor may be used to make safe the emergency situation. This should be avoided where possible and appropriately recorded.

Before undertaking certain types of work (namely work from height, hot works and electrical works), contractors may be required to sign the Contractors' Permit to Work form detailing their Health & Safety competencies, safety precautions, and the safe system of work to be adopted. This documentation is held on SharePoint.

Contractors should also be informed of any relevant risk assessments or safety issues relating to the property or residents before work commences. They should also be made aware of the location of first aid provision and emergency evacuation procedures, including fire evacuation arrangements.

In some circumstances, staff may be required to accompany contractors where safeguarding, support needs, or risk management concerns have been identified.

Where practicable, Falcon Support Services aims to employ local contractors for reactive repairs and maintenance works. Approved contractors are routinely monitored for performance, quality, compliance, safeguarding, and value for money. This monitoring is carried out by Project Managers and the Facilities and Compliance Team, with outcomes reported to senior management where appropriate.

Falcon Support Services reserves the right to suspend or remove contractors from the approved contractors list where performance, conduct, safeguarding, compliance, or quality concerns are identified.

Contractors should hold relevant and up-to-date qualifications, certifications, insurance, DBS checks where appropriate, and health and safety documentation relevant to the works being

undertaken. Contractors will also be required to sign and comply with the organisation's Contractor Handbook, which outlines organisational expectations, safeguarding responsibilities, and standards of conduct.

All contractors are requested to supply their business insurance each year; this is logged and documents filed for record.

Any work relating to gas or electrical systems must only be carried out by suitably qualified and competent professionals.

Monitoring and Reporting

Most repairs and maintenance reporting will be carried out through Inform. Supporting reporting may also be completed through spreadsheets and saved within SharePoint where appropriate. Reporting may be undertaken over varying timescales, including monthly, quarterly, and annually.

Management and reporting of the repairs service should include:

- Works carried out by the in-house maintenance team (internal).
- Works carried out by contractors (external).
- Logging and prioritising repairs using the correct repair categories.
- Maintaining and managing a list of qualified and approved contractors.
- Management of the servicing programme across Falcon Support Services properties.
- Delivery of planned and cyclical maintenance programmes.
- Reporting on the delivery of repairs and property servicing to the Estates Subcommittee.
- The number of emergency repairs completed.
- The number of urgent repairs completed.
- The number of routine repairs completed.
- Repair completion timescales and performance against targets.
- Repeat repairs and contractor performance.
- Outcomes from post-inspections, resident feedback where appropriate, and internal audit processes used to assess service quality and identify improvements.

Performance monitoring may include response times, completion times, repeat repairs, percentage of repairs completed within target timescales, contractor performance, post-inspection outcomes, and resident satisfaction or feedback where appropriate.

All repairs, inspections, servicing records, compliance certificates, contractor documentation, and maintenance activities should be appropriately recorded and retained within organisational systems to maintain an effective audit trail and support compliance monitoring.

Environment and Energy

Falcon Support Services should ensure that its planned maintenance programme promotes energy efficiency wherever practicable. Energy Performance Certificates (EPCs) should be obtained and maintained for each property, and opportunities to improve energy efficiency should be considered as part of planned maintenance and property improvement works.