



Responsive Repairs and Maintenance Policy
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October 2023

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	The purpose of this policy is to ensure that Torus delivers a high-quality, modern, and effective repairs service and to provide homes that are comfortable, maintained, and safe for people to live in.		
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1. Introduction

Torus is committed to delivering a high-quality, modern, and effective repairs service and to provide homes that are comfortable, maintained, and safe for people to live in.

Torus recognises that its tenants consider the delivery of an excellent repairs service to be important to them. As such Torus aims to provide a quality service, on time and with the highest standards of tenant care. This is achieved through ensuring flexibility, consideration for individuals and continuous monitoring of the cost-effectiveness of the repairs services team to meet the challenging and developing expectations of Torus's tenants.

2. Purpose

The primary purpose of this policy is to ensure that all Torus staff and tenants are aware, understand and are equipped with information to deliver the requirements of the repairs service.

In addition, this policy will ensure that Torus provides an efficient and consistent responsive repairs service which represents value for money. This policy has been developed to ensure that all tenants and leaseholders are aware of how to report a repair and the timescale in which the repair will be carried out. The repair obligations for both Torus and Torus's tenants can be found in both this policy and the Torus Tenancy Agreement.

This policy demonstrates our commitment to ensure full compliance with all legal, regulatory, and statutory requirements associated to the duty of landlords within all buildings owned and managed by Torus.

This Policy sets out our clear responsibilities and timescales for completing distinct types of repairs, as well as providing a range of ways for tenants to report repairs.

Where repairs are the responsibility of the tenant, the policy ensures there is a clear system to ensure a fair and consistent approach and that tenants can access appropriate support and guidance.

The Repairs Policy, Repairs Handbook, updates, and summary of information regarding repairs will be publicised widely and specific details included in:

- Tenant and Leaseholder Newsletters
- Our website
- Social Media, including Facebook and Twitter
- Training and policy briefings for staff

3. Scope

The information contained in this policy is applicable to all Torus owned domestic properties. Where properties are managed on behalf of external property owners, the statutory responsibility will be detailed in individual management agreements. The statutory responsibility for leaseholder properties will be detailed in the individual leaseholder agreement.

Excluded from this policy are rechargeable repairs, tenant home improvements and void repairs which will have their own policies or procedures.

4. Roles and Responsibilities

The Group Assets Director will have overall responsibility for the implementation of this policy.

The Group Maintenance Manager will ensure that the policy and associated procedures are embedded within the operational delivery of the repairs service and that all staff are aware of their responsibilities and are adequately trained to carry them out.

The Heads of Service are responsible for adequate resourcing and having effective processes in place to implement this policy.

Operational management in conjunction with Health and Safety (H&S) shall provide advice and guidance on the appropriate methods of risk assessment, control measure arising and management of works as appropriate to the areas of work covered by this Policy.

The Senior Management Team are responsible for ensuring that the Repairs and Maintenance policy and procedures are adhered to and that all colleagues are appropriately trained.

Maintenance and neighbourhood colleagues are responsible for ensuring the service is delivered in accordance with this policy and procedures.

Repairs and Maintenance specifications and contracts will be drafted in line with this policy to ensure that contactors, consultants, and partners understand and comply with the policy as set out.

Torus staff and tenants will follow the policy guidelines and its approach to repairs and maintenance Torus staff and tenants will follow the policy guidelines and its approach to repairs and maintenance.

5. Legislation and Guidance

Torus will deliver a repairs service that complies with regulatory and statutory obligations to ensure the health, safety and security of people and property are maintained at all times.

The Regulator of Social Housing (RSH) provides The Regulatory Framework for Social

Housing in England from 2012 including 'The Home Standard'.

The key areas of legislation that cover all aspects of this policy are:

- The Building Safety Act 2022
- Defective Premises Act 1972
- Health and Safety at Work Act 1974
- Building Regulations Act 1984
- Landlord and Tenant Act 1985
- Gas Safety (Installation and Use) Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Housing Act 2004
- Housing Health and Safety Rating System 2006
- Equality Act 2010
- Control of Asbestos Regulations 2012
- Data Protection Act 2018

6. Procedural Arrangements

6.1 Reporting a Repair

Torus is committed to making access to its services as simple as possible. In view of this there are a number of ways for tenants and leaseholders to report repairs:

- At the reception of a Torus office.
- By telephone via the Tenant Hub
- By email.
- Via the internet /self-service portal (web address/URL)
- By letter; and
- Via a Tenant and Resident Association representative with the agreement of the tenant/leaseholder.

In addition to this Torus will look to embrace the development of additional digital communications including live messaging, photographs and AI when receiving, assessing, and issuing repairs.

6.2 Operating Hours

The repairs service Torus will operate within core hours unless arrangements are made to specifically work outside of these hours. Core hours are:

- Monday to Friday 8am to 7pm and
- Saturday 8am to Midday (by appointments with 7 days' notice).

Works undertaken via an appointment will only be permitted to continue to work on site up to 7pm. This is to give consideration to neighbouring properties and tenants.

To ensure the correct repair is scheduled, Torus staff will confirm the exact nature and extent of the repair with the tenant, including:

- Any associated repairs required or previously reported.
- Access arrangements.
- Tenant communication preference.
- An appropriate appointment for undertaking the works.
- Describing the extent of the work including approximate duration.
- Requesting tenants to clear the area ready for repair; and
- Any vulnerability-related or other special arrangements required to facilitate the repair.

An Out of Hours service will be provided every day of the year for Emergency Repairs only. This means that unless the repair creates a danger to life or may cause serious damage to property or possessions it may not be dealt with until the next working day. While work is underway to align the service offer, the out of hours service currently operate as follows:

Liverpool, St Helens, Warrington, and all other Areas

- Monday to Thursday - between 5pm to 8am; and
- Weekends - between 5pm Friday and 8am Saturday and between midday Saturday and 8am Monday
- The out of hours service will also operate on Public Holidays

6.3 Appointments

To ensure flexibility and maximise access to carry out repairs Torus aim to maximise the use of tenant appointments.

Tenants will be offered appointments for all responsive repairs other than Emergency Repairs and Torus will always try to offer an appointment at the first point of contact. On occasion the appointment may be arranged directly with the contractor following the first point of contact.

Appointment slots will be offered as follows: (appointment slots represent arrival times)

- Mornings: - 8am – 9am, 8am – 1pm, 9:30am – 2:30pm.
- Afternoons: - Midday – 5pm.
- All Day
- Early evening between 4:30pm – 7pm; and
- Saturday by appointment 8am and 5pm (Seven days' notice required for a full day Saturday appointment).
- In addition to these appointments and if required we will seek to accommodate school runs and religious holidays.
- Where circumstances demand we will also arrange for female operatives/trades to carry out works as required.

6.4 Repair Priorities

All repairs are prioritised as either **Emergency, Routine Repairs by Arrangement or Programmed/Planned Repair.**

Emergency Repairs – These include repairs affecting the safety or basic security of the property or potentially affecting the health of the household or visitors (e.g., gas leaks, uncontrollable water leaks and serious electrical faults.) TORUS will make safe any emergency repairs within **4 hours** and will aim to complete the job within **24 hours.**

Routine Repairs by Arrangement - These are repairs that can wait without causing major inconvenience to the tenant, e.g., a leaking gutter. These works can be carried out at a scheduled appointment to suit the tenant's availability (excluding Sundays and Bank Holidays). These repairs normally require the organisation of materials to facilitate the repair. TORUS will aim to complete all routine repairs within **20 calendar days.**

Cyclical Repairs – These are non-urgent repairs or general maintenance activities undertaken on a 12/24/60 month cycle dependent on the work type. These are primarily repairs to the external fabric of the property and external works to outbuildings and fencing.

Programmed/Planned Repairs - These are repairs that are non-urgent but that can also be complex in nature (such as structural repairs, external improvements works or those that can be combined/packaged to be delivered in a more efficient way). These repairs may also

require a higher degree of tenant consultation or planning.

Unless these works are considered a Health and Safety or Vulnerability risk these works will be added to planned or cyclical improvement programmes where they will be scheduled to be completed within a reasonable timescale. Typically, by geographical area over a 0–5-year period.

As stated, on certain occasions and where it is considered appropriate to complete this type of repair within this category, Torus will aim to complete this within **60 days** of reporting.

Torus aims to complete all repairs within timescales that are reasonably achievable, and timescales are closely monitored. However, there may be works where certain parts or specialist engineers/services are required and these repairs may take longer than usual as a result.

Tenants will be kept informed of any potential delays with a repair and, where appropriate, temporary measures will be put in place to mitigate the situation (e.g., temporary heating will be provided in the winter months whilst waiting for a part to a central heating system).

6.5 Individual Circumstances

Torus appreciate and embrace the diversity of tenants and there will be occasions where services will need to be tailored to accommodate individuals and their needs. Every reasonable and proportionate attempt will be made to identify any individual circumstances at first point of contact to ensure adjustments can be made. Where any decision is taken to vary the service provision as detailed in this policy due to individual circumstances all the relevant information should be clearly documented, risk assessments carried out (where necessary) and appropriate approval sought. An equality impact assessment will also be used to document how we will provide reasonable adjustments. All amendments should be made in line with the Vulnerability and Reasonable Adjustments Policy (Sept 2023)

6.6 Communication

When a repair is reported, tenants will receive an acknowledgement by text or email (providing an up-to-date current contact telephone number is held) identifying the job number, the repair classification and an appointment or target date for completion.

Tenants will be requested to confirm their preferred method of communication, so that the most effective method is selected. Where possible, tenants will receive a call, text, or email prior to any appointment to confirm access arrangements.

Torus and its repair contractors will provide access to translation and interpretation services and ensure that any information distributed to tenants and leaseholders regarding a reported repair and tenant obligations are made available in appropriate formats and languages.

Torus will work with individuals and communities where there are specific areas of concern for tenants and will ensure that tenants with disabilities and/or specific requirements are dealt with sensitively and in line with their individual needs. For further information please refer to the Equality, Diversity, and Inclusion Policy.

6.7 Tenant Responsibilities

Tenant responsibilities for repairs are set out in their Tenancy Agreement. The following list of examples is not exhaustive:

- Keeping the property clean, in good condition and well decorated.
- Carrying out small repairs; and
- Maintaining and keeping gardens tidy and free from overgrown trees and rubbish.
- Torus will not accept any liability for damages or responsibility for maintaining or replacing items installed by tenants (including, for instance, laminate/ceramic flooring or lighting that may become damaged in the course of reasonably undertaking a repair.

Torus may carry out these works, at their discretion, where the tenant's ability to do so is affected by health, disability, or vulnerability issues. Examples of tenants' repair responsibilities are contained in Appendix 1.

As well as carrying out the above repairs, Torus will expect all tenants to abide by the terms of their Tenancy Agreement regarding repairs and maintenance by allowing Torus contractors, staff members or appointed specialists to:

- Inspect the property or any surrounding property.
- Repair the property or any surrounding property.
- Improve the property or any surrounding property; and
- Carry out work that Torus considers necessary to make sure the property and surrounding properties do not put any tenant or anyone else at risk. This includes allowing access to conduct electrical inspections, annual gas servicing and health and safety inspections.

Failure to give access to carry out repairs, whether they are responsive or planned, or for access for Torus to inspect the property is a breach of the tenancy agreement and may result in the organisation taking legal action to gain access. Torus will normally give notice in writing, but in the case of an emergency, Torus reserves the right to obtain immediate access.

Leaseholders of flats and maisonettes should report repairs relating to the communal area and building fabric of their blocks in the same way as tenants. Torus will be responsible for all

repairs which are detailed as the landlord's responsibility under the terms of the lease and will recover the costs of these via the sinking fund or service charge. Consultation will take place on all major repair works in line with legislation.

Torus is responsible for all communal areas and repairs can be reported by tenants, leaseholders or Torus staff and will be recorded on a block-by-block basis. Communal areas will be monitored by Housing Officers and via estate inspections. Repairs to communal services such as firefighting equipment, lifts, communal lighting etc. can be reported in the normal way.

An estimated duration for the completion of the work will be communicated to tenants when reporting the repair, so they are aware of the time operations staff will be in their home.

6.8 Right to Buy/ Acquire.

Where tenants have applied to purchase their home, repairs will be restricted to Emergencies only.

6.9 Pre-Inspections (General Works)

A pre-inspection may be required before a repair appointment can be arranged. This will include circumstances where the scope of the repair is unknown. Following the inspection, the repair will be diagnosed and planned within the appropriate timescales. Pre-inspections will be carried out in person or via video call.

Where required, Torus will arrange for a surveyor to visit via an arrangement that is mutually convenient, except in the case of an emergency. Once the Surveyor has visited the property the tenant will be advised if a repair is required, and if so, what priority the repair will be given.

6.10 Pre-Inspections (Damp and Mould, HHSRS, Serious Detriment)

Any reports of issues relating to Damp and Mould, Health and Safety or Serious Detriment within Torus Properties will be inspected by a suitably qualified surveyor and appropriate action will be taken to remedy the cause and problem. Additionally, we will arrange a 3-month follow-up call following Damp & Mould works and where the problem is remedied the case will be closed. If a tenant reports that they are not happy, or the problem persists, we will arrange for a surveyor to carry out a further inspection.

6.11 Post inspection

Torus operates a Quality management system involving post inspection, feedback, text surveys and a review of photographs at desktop level. To monitor and verify the quality of

repairs being carried out Torus will inspect a minimum of 5% of all other completed repairs and any repair subject to negative feedback from a tenant, Member of Parliament, member of staff, Ombudsman or Board Member.

6.12 No Access

If Torus is unable to gain access due to the tenant not being home for a repair, the tenant will be notified in line with the organisations “No Access” procedure, In No-Access situations we will attempt to liaise with the tenant to arrange access and will not routinely cancel any works unless the tenant confirms that the work is no longer required.

Where no access occurs and the repair is related to potential Health and Safety issues, Fitness for Human Habitation, compliance works, works for major repairs or where specialist materials have been ordered, the repair **will not be cancelled** but will stay open to allow time to make contact to rebook the repair in line with other Torus policies. (No Access, Gas Servicing etc.)

Torus will monitor properties where no access for day-to-day repairs occurs to ensure a property does not fall into disrepair.

6.13 Rechargeable Repairs

Torus must ensure that its resources for repairs and maintenance are maximised and therefore may recharge tenants for repairs that are not Torus’s responsibility e.g., lost keys or if Torus has to carry out a repair to a property which has been caused through damage, either willful or accidental by the tenant, members of their household, visitors, or guests. This will also apply to tenants vacating their property and where the property is left in poor condition, or with damage. Full details are available in the Rechargeable Repairs Policy (2020)

6.14 Tenant Home Improvements and the Right to Compensation

Our tenants are able to make alterations and improvements to their home provided that they obtain written permission before any work is carried out. They must complete and return a Tenant Home Improve Application Form and have Torus approve the application prior to making alterations and improvements. (Conditions apply)

Where tenants have carried out alterations or improvements to a property and written permission has been sought, Torus will not be responsible for carrying out repairs unless this has been previously agreed and in writing.

At the end of the tenancy, tenants may claim compensation for certain eligible improvements carried out after receiving the required consent. Further details can be found in our compensation policy.

7. Planned Maintenance/ Cyclical Maintenance/ Compliance Works

The Planned Maintenance and Cyclical Maintenance Programme will be administered separately but in conjunction with the Responsive Repair Service.

Cyclical repairs are those repairs that need to be carried out on a regular cycle to keep the property in good condition. Examples of cyclical repairs are external painting and cleaning of gutters on some buildings.

Torus have statutory obligations to carry out compliance related safety checks including:

Gas & Solid Fuel Servicing Details can be found in the Gas and Solid Fuel Safety Policy and Procedural documents.

Electrical Periodic Testing - Details can be found in the Electrical Safety Policy and Procedural Documents.

Smoke, Heat & CO detectors (BS 5839 Part 6) - All smoke, heat and CO detectors will be tested and serviced annually. Alarms will also be tested at the start and completion of any void works. It is the responsibility of our tenants to test any smoke, heat, and CO detectors weekly and report any defects.

Window Restrictors – domestic and supported (self-contained properties) - We have a duty not to expose tenants to risks to their health and safety, including the risk of falling from windows and accordingly tenants are required to report repair defects to windows, including restrictors, as part of their tenancy agreement. Domestic properties with Primary window restrictors are not maintained or inspected periodically unless a property is void or we are carrying out stock condition surveys and/or responding to repair requests from tenants.

Health and Safety Repairs (and notable H&S items) - We will ensure that any repairs identified as being a health or safety risk are managed in accordance with the following standards, policies, and procedures:

- Asbestos Management Plan
- Gas Safety Policy
- Electrical Safety Policy

- Lift Safety Policy
- Legionella Management policy
- Fire Risk Management Policy
- Health & Safety Access Procedures
- Housing Health & Safety Ratings System

8. Contractors

In consultation with tenants Torus will appoint a suitable 'main contractor' who will have appropriately trained and skilled staff to carry out the repairs. All of Torus's contractors and subcontractors will have been financially vetted and will have signed up to Torus's policies and procedures or produced their own policies and procedures in respect of confidentiality, data protection, Health & Safety, Equality, Diversity and Inclusion and a code of conduct that will be approved by Torus.

Torus will work within the principles of partnering with all its contractors to explore innovative and best practice initiatives such as standardisation, value for money and joint procurement methods.

On attending a property all operatives will:

- Show identification.
- Be polite and courteous at all times.
- Take care not to damage tenants' possessions, or property by using dust sheets/covers as required.
- Ensure tools and materials are not left in a dangerous position.
- Clear and take away all rubbish resulting from the job.
- Ensure services affected by the repair are working before leaving.
- Keep appointments made or make contact if they are going to be delayed or have to rearrange; and
- Give an explanation if the repair is going to be delayed.

9. Decants

From time-to-time tenants may have to move out of their home on either a temporary or permanent basis to enable work to be undertaken. Torus staff will make arrangements for the relocation and will keep tenants informed on the progress of the works. For further information please refer to the Torus Decant Policy.

If a property is considered 'unsustainable' Torus will work with tenants to arrange permanent relocation from the property to a new home.

Torus will only carry out Emergency repairs on 'unsustainable' property to ensure cost effectiveness and will wherever practicable repair rather than renew component parts.

10. Damage caused by the Police

Occasionally the Police may need to effect entry to a home to detect or prevent a crime. If it is found that the Police have lawfully entered the property, the cost of any resultant repairs will be the tenant's responsibility. If the tenant fails to make good the damage Torus reserves the right to do the work and charge the tenant. Where no evidence of a crime is found Torus will rectify the damage and Torus at their discretion may pursue the Police for recompense.

11. Insurance

Torus will insure the fabric and structure and certain fixtures and fittings but will not insure the tenants' contents unless it is a furnished tenancy. In the case of furnished tenancies, it is only Torus's fixtures and fittings that will be insured, and the tenant remains responsible for the insurance of their own belongings. Therefore, in the event of any major accident such as fire or flood Torus will repair the building fabric, but it is the tenant's responsibility to replace any home contents and for any consequential loss. In the circumstances where Torus deems it is uneconomical to repair or re-instate a property which has been seriously affected by fire or other causes, Torus reserves the right to offer suitable alternative accommodation.

Torus advises tenants that it would be in their best interest to take out content insurance. Torus will provide tenants with information on low cost "Home Contents Insurance."

12. Vulnerable People

Torus recognises that some tenants are vulnerable and may require an enhanced repairs service either on a permanent or temporary basis. Torus will strive to provide this enhanced service and work with external agencies and its repairs contractor to ensure those tenants' needs are known and acted upon. examples include - Referrals to agencies/possible decants/Neighbourhood involvement

Where any decision is taken to vary the service provision as detailed in this policy due to individual circumstances all the relevant information should be clearly documented, risk assessments carried out (where necessary) and appropriate approval sought. All amendments should be made in line with the Vulnerability and Reasonable Adjustments Policy (Sept 2023)

13. Right to Repair/ Improvement

Section 96 of the Housing Act 1985 (as amended) gives tenants the “Right to Repair”. Tenants have the right to have certain urgent minor repairs carried out where the repair may affect health, safety, or security. If Torus does not finish a repair within the target time, nor complete the repair after a second request, tenants may be entitled to compensation.

From time to time, tenants may wish to carry out improvements to their home and in general Torus will not unreasonably withhold or refuse permission. Sections 97, 98 and 99, 99A and 99B of the Housing Act 1985 (as amended) give tenants the right to make improvements or alterations to their homes; however written consent from Torus and all other necessary approvals e.g., planning permission or building regulations approval and safety certificates on completion of gas and electrical work must be obtained.

14. Tenant Satisfaction/ Feedback/ Performance

Torus will collate and monitor performance information in relation to repairs strategic key performance indicators.

Tenant satisfaction testing will be conducted regularly and independently on a random selection of completed repairs.

We will continue to engage and involve our tenants in monitoring the service through specific telephone surveys, text surveys, email surveys and site visits. Additionally, we aim to improve the collection of satisfaction data and will undertake other routine surveys to monitor the tenants’ experience of the service provided.

Feedback and analysis will be used to identify trends and to continuously improve service delivery.

A full suite of the Key Performance Indicators is attached as Appendix 2 of this policy document.

15. Tenant Complaints

We will view all complaints positively to improve our services and highlight reoccurring problems and trends. Failure to meet our repair obligations may lead to disrepair claims and claims for compensation. Any tenant may pursue a formal complaint in accordance with our complaint’s procedure in respect of any aspect of the repairs service and we will publicise our complaints and compensation procedure widely.

When dealing with any repair complaint or claim we will aim to put the issue right at the first opportunity and we will follow:

- Our internal Complaints Procedures

- Our internal Compensation Policy
- The Government's pre action protocol and good practice guidance relating to 'Right to Repair' obligations.

Torus takes any dissatisfaction with its repairs service or the performance of its contractors very seriously and will always welcome feedback. All complaints regarding a repair or the conduct of any contractors will be dealt with via Torus's Tenant Feedback Policy and process.

Torus welcomes suggestions and complaints from people who use or provide its services. Torus believes that this can provide important lessons to help us ensure that the service is improved for everyone.

If you have any feedback or comments about Torus's policies and procedures or the information that is provided, please let us know as follows:

By

- Calling us on 0800 678 1894 (Monday to Friday 8am – 8pm, Saturday 8am – midday)
- Emailing – info@torus.co.uk
- Online form at my.torus.co.uk/complaint
- In Writing – post to Torus, FAO:Customer Hub, Central, 4 Corporation St, St Helens, WA9 1LD
- Speak to a member of Torus Staff

16. Diversity & Inclusion

A key aim of the Torus approach to diversity and inclusion is to ensure that it is embedded in service delivery policies and procedures.

In recognition of this Torus aim to deliver services that are.

- Relevant and fully accessible to all
- Tailored to meet both the specific needs of the individual, including those with additional support needs, and the diverse needs of the wider community.
- Compliant with all aspects of Equality and Diversity legislation

17. Monitoring & Review

A formal updating of this policy will be carried out every three years however the Torus Repairs & Maintenance Team is responsible for reviewing this policy as a minimum on an annual basis, or prior to this where legislative change or amended work practices are introduced in line with the Repairs & Maintenance contract, or to comply with best practice.

Performance regarding Repairs & Maintenance is a standing item on the Repairs & Maintenance monthly contract management meetings.

Appendix 1 – Repair Responsibilities

Torus Responsibilities

As a landlord, we are responsible for keeping the structure and outside of our homes in a good state of repair, including:

- Walls, doors, windows, window frames and sills
- Drains, gutters, external pipes
- Installations for the supply of water, gas, electricity, and sanitation. The service up to and including the gas, electrical and water meter is the responsibility of the service provider.
- Access paths and steps to individual homes and any paving around the perimeter of the building
- The roof and chimney
- The internal structure – including kitchens and bathrooms fixtures and fittings.
- Floor coverings that we have installed.
- Gas Appliances and Electrical Wiring Installations installed by Torus.
- Hot water and heating systems
- Ventilation systems, including extractor fans.
- External decoration
- Outbuildings which form part of the original structure or which we have previously provided – not including garden sheds or storage containers that are not attached to the property.
- Communal areas including mechanical and electrical services, windows, and doors.
- Fences, gates, and external walls which are our responsibility to maintain.

We will also make good and repair walls and surfaces surrounding any repair we have undertaken. This may include redecorating or providing redecoration vouchers or packs, depending on the amount of work needed and the needs of individual tenants.

Tenant's Duties and Responsibilities

Some repairs are the responsibility of our tenants and are set out in our tenancy agreements.

Our tenants are responsible for:

- Treating their property with respect and care avoiding willful damage and neglect (allowing a property to go into disrepair)
- Keeping the inside of their home clean and decorated to a reasonable standard
- Maintaining their garden to a reasonable standard, including pruning shrubs, plants, maintaining trees and cutting grass.
- Reporting repairs quickly to prevent on-going damage to their home
- Repairing any damage caused deliberately or carelessly by them or anyone who lives with or who is visiting them
- Arranging and paying for a locksmith to gain access to the property if they lose their keys, including cutting additional keys
- Ensuring their home is left in a good condition when they move out
- Maintaining their own appliances and white goods, and ensuring they are safely installed and maintained.
- Arranging for the treatment of any pest infestations (such as rats, mice, wasps, lice, silverfish, cockroaches etc.) within individual dwellings – *in certain circumstances Torus may arrange and pay for this service – enquire accordingly,
- Allowing us access to their home so that repairs can be undertaken within the appropriate timescales, including access at short notice for emergency repairs.
- Meeting the cost of repairs that are listed as their responsibility

Specific tenant related maintenance responsibilities include:

- Replacing plugs and chains to sinks and baths (not including integrated plugs)
- Unblocking sinks, drains and toilets that have been blocked through misuse
- Replacing Shower Head's and Hoses
- Replacing shower curtains
- Installing or replacing curtain rails, pelmets, and blinds

- Replacing broken toilet seats
- Filling minor cracks and holes before redecoration
- Adapting or adjusting doors to accommodate carpets or floor covering (aside from Fire Doors)
- Repairs to their own improvements/alterations
- Items the tenant, their family or visitors have damaged
- Replacing lamps and fluorescent tubes (unless fixed behind a screw)
- Installing TV aerials (unless you live in a block of flats)
- Connecting and disconnecting washing machines, tumble dryers and dishwashers
- Connecting electrical cookers
- Lock changes and replacing keys/fobs due to loss of keys etc.
- General Pest control treatment – fleas, mice, rats, cockroaches, wasps, bees, birds, squirrels etc. (*in certain circumstances Torus may arrange and pay for this service – enquire accordingly,

Tenants are also responsible for maintaining and repairing parts of the outside of the property including:

- Their own equipment, such as TV aerials (unless communal system), satellite dishes and telephones and their cabling and supply
- Repairs to sheds or storage containers – not attached to the property
- Replacing washing lines in individual dwellings (Torus may replace in Communal Areas)
- Repairs, improvements, or disposal of structures they have installed
- Maintenance and cleaning of gardens (including trees, plants, grass, and items within the gardens) – unless in a common area where an estates management service cost is applied.

