

# Building maintenance policy - version 8

Date approved for use: 19th August 2025

## Scope

- 1.1 This policy is a Dimensions Group policy. This means it applies to all its subsidiaries as listed in **Dimensions Group company information**.
- 1.2 The policy is to be implemented by all Dimensions colleagues with responsibilities for the management of accommodation where the responsibility for building maintenance repairs is with Dimensions, whether owned or leased by Dimensions. This policy does not cover tenants in properties where Dimensions does not have repairs responsibility.
- 1.3 This policy is addressed to:
  - tenants and licensees in accommodation managed by Dimensions
  - all Dimensions colleagues with responsibilities for managing accommodation.
- 1.4 You can find the documents, forms and other policies mentioned in this policy on the Hub (Dimensions intranet).
- 1.5 To go straight to the policy content click on the hyperlink section title below or go to the page:

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## Policy statement

- 2.1 The purpose of this policy is to ensure that all relevant Dimensions colleagues understand Dimensions' statutory obligations with regard to building maintenance.
- 2.2 This policy is concerned with the roles and responsibilities of Dimensions as a landlord where it has responsibility for maintaining the building structure in a good state of maintenance and repair.

# The impact of not implementing this policy

- 3.1 If you don't follow the guidance in this policy, tenants, and other people may not be safe and might lose confidence in us. They might lose confidence in you personally. They might go to another provider for support.
- 3.2 There may be an impact for colleagues and the organisation with our regulators, which may include:
  - Local Authorities (LA)
  - in England, the Care Quality Commission (CQC)
  - in Wales, the Care Inspectorate Wales (CIW)
  - The Charity Commission (CC)
  - Health and Safety Executive (HSE)
  - the Regulator of Social Housing (RSH)
  - in Wales, the Regulator of Registered Social Landlords (RSL's)
  - the Information Commissioners Office (ICO)
  - Fire and Rescue Authorities.
- 3.3 They might serve a requirement or warning notice. They may include that we have failed in their inspection report or downgrade their rating of the Group, and this would badly damage our reputation.
- 3.4 The regulator checks for building statutory compliance ensuring latest legislation is met (including but not limited to; fire, gas, asbestos, water, electricity, lift and thermostatic valve compliance) as well as Health and Safety. We are expected to keep our tenants safe.

# **Policy content**

#### Responsibilities

- 4.1 Dimensions will:
  - provide a responsive and cost-effective maintenance service to tenants
  - keep its housing stock in a good state of maintenance and repair to ensure tenants' comfort and safety
  - collect and maintain reliable information on stock condition and develop planned programmes of maintenance work to maintain the Decent Home Standard and deliver value for money
  - develop and maintain effective, user-friendly procedures to enable tenants and their representatives to access the service
  - if a home is found to have fallen below Decent Homes Standard, advise any occupier what is being done to rectify this by priority under the Housing and Health Safety Ratings System (HHSRS)
  - uphold minimum building statutory and regulatory compliance
  - recharge tenants as necessary and appropriate for repairs and redecorations that are their responsibility.

### **Definitions and types of maintenance**

5.1 The term 'maintenance' as used in this document covers the repair or renewal of building components that already exist in a tenant's home.

It does not cover improvements or the provision of new items where they currently do not exist unless legislation places a retrospective duty upon Dimensions.

It also does not cover some items in the home that are the tenant's responsibility and would be subject to re-charge (such as toilet seats, sink/wash basin/bath plugs, light bulbs).

## 5.2 Responsive maintenance (reactive or day to day repairs)

These are small items of day-to-day, routine repairs. These repairs are covered as part of the core rent. Dimensions undertake to respond to and complete repairs of this type within certain time limits. (See **Response times for repair types** for details). Operations colleagues are responsible for carrying out certain works as listed in **Supported living schemes maintenance**, servicing and decorating responsibilities that are not covered by Housing

Maintenance. Additional improvements requested by the support team or tenants can be considered but may be re-charged, for example, a revised kitchen layout or fittings that exceed the cost, standard and functionality of those proposed. Or where a request for a property or personal improvement goes beyond the normal maintenance of the building.

#### 5.3 Internal Decorations to Communal Areas

The communal areas of shared housing, or communal hallway in a block of flats, may be decorated by the Property Team approximately every five years, depending on the cycle for the property if this is being accounted for in the relevant service charges. The home and tenants will be given the opportunity to choose colour schemes. Where there is a need or desire to decorate the communal areas outside of the above programme, the home can arrange and pay for the works to be done themselves in line with Dimensions financial and contractual procedures and in consultation with the Property Team on choice of contractor key considerations for the work.

#### 5.4 Cyclical Maintenance

These works include works to the external fabric of the building, including external decorations, pointing, renewal or repair of fences, walls, windows, gates, guttering, rainwater pipes, paths etc. Dimensions will survey the site every 5 years, and the replacement cycle of items will vary and depend upon component life. Component life means the average life of an asset item like kitchen, bathroom, boiler etc. See **Planned Maintenance Lifecycles** for details on these repair lifecycles. The surveys can be and are usually included in the Planned Maintenance programme - see below definition at 5.5. Additional improvements requested by the support team or tenants, can be considered but may be re-charged, for example, revised kitchen layout or more expensive fittings.

## 5.5 **Major Repairs**

Major Repairs are large items of work needed to renew the main components of the building such as roofs, heating system, electrical installation, floors, walls, and damp-proof course. Demolition of dangerous structures and the removal of asbestos where necessary are also regarded as Major Repairs (in some instances such as shed removal these items will be rechargeable). These will be surveyed as part of the 5 yearly condition surveys identifying cyclical maintenance at the same time and informing the Planned Maintenance programme. Additional improvements requested by the support team or tenants can be considered but may be re-charged.

#### 5.6 Planned Maintenance Programme

A Planned Maintenance Programme (sometimes referred to as PPM or Planned Preventative Maintenance) is scheduled maintenance that can prevent damage from occurring, helping to avoid breakdowns and down-time. It incorporates manufacturer's suggested maintenance schedules for individual items based on dates, equipment, running hours, etc. Cyclical maintenance can be incorporated in this plan as well as renewal of major components such as kitchens, bathrooms, windows and doors, etc. at the end of their expected lifecycle. A list of lifecycles for major components can be found in **Planned Maintenance Lifecycles**. The programme will be informed by five-yearly Stock Condition Surveys. Additional improvements requested by the support team or tenants can be considered but may be re-charged.

5.7 If colleagues wish to carry out adaptations or improvement from the home's own resources, they should consult the Housing Services Team via their Regional Housing Advisor first for discussion/agreement/permission to complete the works and to see whether permission is needed from a third-party landlord or whether there is an alternative approach/funding to be sought/taken.

#### How to report a repair

- 6.1 Requests for the maintenance service are made via the **Dimensions Housing Hub**, our internal repairs contact centre (part of the **Housing Service Team**). The reporting of jobs, chasing up repairs and initial complaints about failure of service should all be directed to the Dimensions Housing Hub team.
- 6.2 Tenants, a person acting on their behalf, or colleagues working in a home must report all maintenance repairs, whether non-urgent, urgent or an emergency to the Dimensions Housing Hub on 0300 303 9195 or for non-urgent repairs only email <a href="maintenance@dimensions-uk.org">maintenance@dimensions-uk.org</a>. Report repairs during normal office hours (9-5 Monday to Friday). Please check Supported living schemes maintenance, servicing, and decorating responsibilities for responsibilities first.
- 6.3 The out-of-hours service is a make safe service and should only be used for emergencies (such as a total power outage isolated to the property, major escape of water or heating failure in winter months, etc.). To raise an out-of-hours emergency repair, please contact Orbis on 0300 303 9195. The use of the out-of-hours service for non-emergency attendance may be re-charged.

- 6.4 For gas emergencies, such as a gas leak, colleagues should immediately report this to the **Gas Emergency Helpline** on **0800 III 999** in the first instance, before calling the out of service or the Housing Hub Team.
- 6.5 Colleagues should ensure that they are provided with a repair order number and response time and record this.
- 6.6 Colleagues should record all information relating to maintenance issues and ensure that it is accessible to all colleagues and occupants. If the contractor fails to telephone to make an appointment prior to the completion date set for the repair, please telephone the Dimensions Housing Hub using their team telephone number of 0300 303 9195.
- 6.7 Colleagues should report any issues relating to repairs to the Dimensions Housing Hub team on 0300 303 9195 quoting the original order reference number.
- 6.8 If colleagues are not happy with the response, they may ask to speak with the Housing Services Manager or Maintenance Manager within Dimensions. Both will be available through the Dimensions Housing Hub team number 0300 303 9195.
- 6.9 Where a query is related to cyclical maintenance or planned maintenance then please contact the Dimensions Property Services Team on <a href="maintenance">property.services@dimensions-uk.org</a>.
- 6.10 Written complaints should be addressed to the Dimensions Housing Services Manager, <a href="mailto:housingenquiry@dimensions-uk.org">housingenquiry@dimensions-uk.org</a>. Complainants will receive a written acknowledgement within 5 working days, and a full response to the complaint within 10 working days from the date the complaint was acknowledged. Please include a log of all communications together with your complaint.

## Response times for repair types

- 7.1 Dimensions will respond and may initially do minor works to make sure the property is safe to live in. Or if possible they will complete the repair where appropriate:
  - 100% of Emergency jobs within 24 hours (attend and make sure the property is safe)
  - 95% of Urgent jobs within 7 days
  - 95% of Non-urgent jobs within 28 days

 Dimensions aims to complete the repair on the first visit, but from time to time the work may be more complicated or require additional parts.
 On these occasions a new appointment will be made for a return visit.

Definition	Repair examples	Response Time
Emergency jobs These can be defined as any repairs required avoiding a danger to health, a risk to the safety of the tenants or serious damage to the buildings.	Floods, total loss of power. Broken external entrance door locks, completely broken windows, gas leak (after calling the Gas Emergency Helpline, burst pipe, broken WC drains where there are no alternative facilities available, dangerous electrical equipment, or total loss of supply. Structural collapse of part of building. Total loss of water supply. Central heating failure in cold weather.	Within 24 hours, same day / next day.  Every effort will be made to respond to these requests at the earliest opportunity. Prior arrangements may not be made for emergency call outs as this may delay attendance.  Where prior arrangements are required, the repair will be classed as an urgent repair.
Urgent jobs These can be defined as repairs, which materially affect the comfort or convenience of the tenants or team members of or involve a loss of facility.	Central heating failure in warm weather, partial loss of power, roof leaks, plumbing leaks causing damp or property damage, electrical repairs, broken glass, WC not flushing, loss of banisters or handrails broken drains or waste pipes, broken locks on internal doors, collapsed/missing manhole covers, emergency lighting and fire alarm faults, trip hazards (10mm and over)	7 days
Non-urgent jobs	Repairs to sticking internal doors, boundaries, and fences, paving and steps,	28 days

Works that do not fall under the category of emergencies or urgent	rainwater goods, minor leaks and dripping taps, minor trip hazards (under 10mm), individual electrical sockets and switches not working, light fittings not working (after replacement of bulbs).	
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#### **Other Maintenance and Servicing Contracts**

8.1 Servicing of specialist baths and equipment; lifts; call systems; burglar alarm; EV charging points, servicing, repair, and renewal of domestic appliances such as fridges, washing machines etc. will not be carried out by the Housing Service. Please refer to **Supported living schemes maintenance**, servicing and decorating responsibilities or contact the Housing Hub team using 0300 303 9195 or <a href="mailto:housingenquiry@dimensions-uk.org">housingenquiry@dimensions-uk.org</a> for further guidance.

#### **Tenants' Responsibilities and Rechargeable Repairs**

- 9.1 Tenants' Responsibilities fall into two main categories:
  - to look after the home, its décor, and fittings, keeping them in a condition equivalent to that when then home was let.
  - all internal decorations for tenants in single person accommodation and the tenants' bedroom when in shared accommodation.

The premise of recharges is that tenants are able to accept these responsibilities - usually with support - and therefore, if another party (in most cases the Housing Hub Team) is requested to make good, the cost of doing so will be charged to the tenant (a 'recharge').

Where it is assessed that a tenant does not have the capacity to accept such a responsibility, suitable provision must be made in the scheme budget to cover the cost of rechargeable repairs, based upon the assessed needs of the tenant and the likelihood of recharges occurring. Where required, it is the scheme's responsibility to organise with the Housing Hub Team for rechargeable works to be done, and to supply a cost centre code so that the Housing Hub Team can recharge the cost to the scheme's Operations Budget. See **Supported living schemes maintenance**, servicing, and decorating responsibilities. Please check tenancy for responsibilities for decoration of bedrooms.

# Relevant legislation, guidance and related policies and templates

This policy and related procedures consider the following legal requirements and regulatory codes, standards, and guidance:

#### Legislation

- 10.1 Data Protection Act 2018
- 10.2 General Data Protection Regulations (UK-GDPR)
- 10.3 Landlord and Tenant Act 1985
- 10.4 The Housing Grants, Construction and Regeneration Act 1996
- 10.5 Gas Safe regulations
- 10.6 The Control of Asbestos Regulations
- 10.7 The Equality Act 2010

#### **Guidance**

11.1 The Regulator of Social Housing (GOV.UK)

#### **Group policies**

- 12.1 Aids and adaptations
- 12.2 Housing compensation
- 12.3 Asbestos
- 12.4 Gas and heating safety
- 12.5 Electrical safety
- 12.6 Fire safety
- 12.7 Legionella
- 12.8 Water temperatures and bathing
- 12.9 Concerns, complaints, and compliments
- 12.10 Equality, diversity, and inclusion

## Related procedures, decision flowcharts, forms

- 13.1 Supported living schemes maintenance, servicing, and decorating responsibilities
- 13.2 Planned Maintenance Lifecycles

# **Equality statement**

- 14.1 Dimensions is committed to adhering to the Equality Act 2010 and the Public Sector Equality Duty. We aim to achieve this by promoting equality, respecting diversity and ensuring inclusion, eliminating unlawful discrimination for our colleagues and the people we support. Please see our **Equality, diversity and inclusion policy**.
- 14.2 We adhere to the Equality Act 2010 by promoting equality, diversity, and human rights by treating all people we support and employ fairly and equitably whatever their protected characteristic:
  - age
  - disability
  - gender reassignment
  - marriage and civil partnership
  - pregnancy and maternity
  - race
  - religion or belief
  - sex
  - sexual orientation.
- 14.3 At Dimensions we will not tolerate any forms of abuse or discriminatory behaviour towards our colleagues, people we support, family members or people we work with. We will always act and will not be by-standers.
- 14.4 The equality impact analysis (EIA) is available on request by emailing the Head of Equality, Diversity and Inclusion.

## Data protection statement

- 15.1 This policy involves handling personal data. So, when you carry out any procedures this policy describes, you should also think about what our **Data** handling and protection policy says.
- 15.2 Our **Data handling and protection policy** is our promise to handle personal data correctly under the Data Protection Act 2018 and the General Data Protection Regulation (UK-GDPR). It tells you how to keep that promise. It balances everyone's rights to data privacy with the work we do.

15.3 For information on how we handle personal and sensitive data, please see our privacy notices.

## Review

- 16.1 We will review this policy three years from its original publication. But if changes in legislation, regulation or best practice mean we need to, we will review sooner.
- 16.2 If the changes are big, we will equality impact analyse (EIA) the policy again and send out to consultation in line with our **Policy development and consultation policy**.
- 16.3 For smaller changes, we will update this same version. We will record this in the Version control section below.

## **Glossary**

17.1 This is an explanation of any abbreviations and terms that are not referenced or explained in the main body of the policy.

Term	Definition	
EV	Electric Vehicle	

# People and groups involved in writing and approving this policy

Policy owner:	Rich Lawson, Acting Head of Property	
Policy Responsible Executive Lead:	Julia Ashley, Chief Housing and Commercial Officer	
Approval level: Dimensions Board via Finance and Resources Committee (FRC)		
People and groups consulted:	Diversity Matters National Colleague Forum Policy Subgroup	

# Version control

Version number	Approved date:	Communication date:	Summary of changes
8	23 <sup>rd</sup> July 2025 (FRC) 14 <sup>th</sup> August 2025 (Board)	19 <sup>th</sup> August 2025	Reviewed and updated to latest Group policy standards and language. Whole policy updated.

Next review due: August 2028