

Building maintenance policy - version 8.1

Date communicated for use:
18th November 2025

Date of next review:
August 2028

About this policy and who it is for

- 1.1 This 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.
- 1.2 This policy is addressed to:
 - tenants and licensees in accommodation managed by Dimensions
 - all Dimensions colleagues with responsibilities for managing accommodation.
- 1.3 This policy is a Dimensions Group policy. This means it applies to all its subsidiaries as listed in **Dimensions Policy Statements**. The document also contains details about, our regulators, equality, diversity and inclusion, data protection, and policy reviews.

The documents, forms and other policies mentioned in **bold** in this policy can be found on the Hub (Dimensions intranet).

To go straight to the policy content, click on the hyperlink section title below or go to the page:

Section

<u>Responsibilities</u>	Page 2
<u>Definitions and types of maintenance</u>	Page 3
<u>How to report a repair</u>	Page 5
<u>Response times for repair types</u>	Page 6
<u>Other Maintenance and Servicing Contracts</u>	Page 7
<u>Tenants' Responsibilities and Rechargeable Repairs</u>	Page 8

Policy statement (why we have this policy)

- 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 following 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 go to another provider for support.
- 3.2 There may be an impact for colleagues and the organisation with our regulators.
- 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).

Responsive maintenance (reactive or day to day repairs)

- 5.2 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.

Internal Decorations to Communal Areas

- 5.3 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.

Cyclical Maintenance

- 5.4 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.

Major Repairs

- 5.5 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.

Planned Maintenance Programme

- 5.6 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 maintenance@dimensions-uk.org. 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 111 999** 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 property.services@dimensions-uk.org.
- 6.10 Written complaints should be addressed to the Dimensions Housing Services Manager, housingenquiry@dimensions-uk.org. 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
<p>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.</p>	<p>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. Large patches of Black Mould</p>	<p>Within 24 hours, same day / next day.</p> <p>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.</p> <p>Where prior arrangements are required, the repair will be classed as an urgent repair.</p>

Definition	Repair examples	Response Time
	in a bedroom or living area.	
<p>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.</p>	<p>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). Any instances of mould, damp or excess condensation, particularly in winter months.</p>	7 days
<p>Non-urgent jobs Works that do not fall under the category of emergencies or urgent</p>	<p>Repairs to sticking internal doors, boundaries, and fences, paving and steps, 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).</p>	28 days

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 housingenquiry@dimensions-uk.org 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 the 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.

Legislation and external guidance

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

- Data Protection Act 2018
- General Data Protection Regulations (UK-GDPR)
- Equality Act 2010
- Landlord and Tenant Act 1985
- The Housing Grants, Construction and Regeneration Act 1996
- Social Housing (Regulation) Act 2023
- Gas Safe regulations
- The Control of Asbestos Regulations
- [The Regulator of Social Housing \(GOV.UK\)](#)

Dimensions related guidance, procedures, forms, or flowcharts

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

Glossary

An explanation of words and terms that appear in this policy or the related procedures.

Term	Definition
EV	Electric Vehicle

Ownership and approval

Policy owner	Nigel Bower, Head of Property and Housing Supply
Policy Responsible Executive Lead	Julia Ashley, Chief Housing and Commercial Officer
Approval level	Dimensions Board via Quality and Practice Committee (QPC)
People and groups consulted	Rich Lawson, Strategic Asset and Housing Supply Manager Diversity Matters National Colleague Forum Policy Subgroup
Policy review period	Three yearly

Version control

Version number	Approved date	Communication date	Summary of changes
8	23rd July 2025 (FRC) 14th August 2025 (Board)	19th August 2025	Reviewed and updated to latest Group policy standards and language. Whole policy updated.
8.1	10th November 2025	18th November 2025	Updated to latest Group policy standards. Change of approval level (FRC to QPC). Change of policy owner. 7.1 Table updated to include instances of black mould, damp or excessive condensation in line with change of legislation. Legislation updated.