

Governance Information

Applicable Legislation	<ul style="list-style-type: none"> · Landlord and Tenant Act 1985 · Housing Disrepair Protocol · Defective Premises Act 1972 · Housing Acts 1985, 1988 & 2004 · Housing Health and Safety Rating System 2006 · The Homes (Fitness for Human Habitation) Act 2018 · Decent Homes Standard 2006 · Gas Safety (Installation and Use) Regulations 1998 · Building Regulations 2010 Part K · Home Standard 2012 · GDPR 2018
Policy owner	Director of Operations
Approved by	CMT
Regulatory reference	Safety & Quality Standard
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1. Policy

- 1.1 At the Industrial Dwelling Society (herein known as IDS) we are committed to providing high-quality, well-maintained homes to ensure a safe and comfortable living environment for our residents.
- 1.2 We will deliver an effective and efficient repairs service and planned maintenance programmes to prevent our homes falling into disrepair, ensuring that we meet our statutory, regulatory and contractual commitments. This policy outlines our responsibilities for identifying, reporting, and rectifying disrepair in our homes.

2. Purpose

- 2.1 We adhere to the following principles to deliver an effective repairs service and a robust response to any incidents of disrepair:
 - **Safety First** - We are committed to the safety of our residents and provide homes people are proud to live in.
 - **Preventative approach** - We will keep our homes free from disrepair by providing identification and proactive resolution.
 - **Data led** - We will hold comprehensive stock data to inform our planned maintenance programmes.
 - **Communication** - We will communicate clearly with our residents and provide a clear and accessible route to report disrepair.

3. Scope

- 3.1 This Policy applies to all homes and assets where IDS has a repairing responsibility, and to all to IDS employees, residents and representatives of IDS, including contractors and third parties who carry out repairs on our behalf.
- 3.2 This Policy should be read in conjunction with the Repairs & Maintenance Policy; Health & Safety Policy; Statutory Compliance Policies; Damp & Mould Policy; Decant Policy; Pest Control Policy, and the Complaints Policy.

4. Housing Disrepair Protocol Compliance

- 4.1 We will adhere to the Housing Disrepair Protocol guidelines, ensuring that residents are aware of their rights and the process for making a disrepair claim.
- 4.2 Disrepair Pre-action protocols will be followed, including acknowledging receipt of the Letter of Claim and providing a full response within 20 working days.
- 4.3 We will offer alternative dispute resolution in accordance with the Pre-Action Protocol for disrepair which includes, but is not limited to, opening a formal complaint, mediation, right to repair or financial settlement.
- 4.4 Where a legal claim is received, we may appoint solicitors and will seek to recover our costs where there's no fault on our part. If a financial settlement is agreed, we will use this to offset any arrears.
- 4.5 In cases where compensation is warranted, we will engage in fair and transparent negotiations with the resident, seeking to resolve disputes amicably without the need for court action.

5. Our Actions

- 5.1 We will proactively investigate potential disrepair issues that come to our attention, including prompt property inspections, and will provide clear information to our residents about what repairs have been identified, with timescales for completion.
- 5.2 We expect our residents to be proactive in reporting repair issues, in accordance with the terms of their tenancy / lease agreement. Where a resident fails to report repair issues or fails to give us access, we may take appropriate legal action which could include seeking an injunction for access to their home.
- 5.3 Where appropriate we may offer to temporarily move a resident whilst works are carried out. This will be managed through our Decants Policy.
- 5.4 We will identify and support vulnerable residents to prevent their homes from falling into disrepair. This may include re-prioritising reactive repairs. This approach will be agreed on a case-by-case basis and in agreement with our residents.

6. Definitions

Disrepair Pre-Action Protocol	A set of guidelines established to resolve disputes between tenants and landlords regarding property conditions. It is designed to encourage early communication and avoid litigation where possible through alternative dispute resolution. The protocol outlines the steps both parties should follow when disrepair is reported.
Letter of Claim	A letter received from a tenant or Leaseholder initiating a legal claim in relation to disrepair in their home.

7. Roles & Responsibilities

Director of Operations	Overall responsibility of the policy.
Head Of Contract Management	Responsible for implementing the detail of the policy.
Repairs & Voids Manager	Responsible for overseeing the works aligned to claims and work being done to prevent claims.
Surveyor	Responsible for following protocol and creating schedules and reports in line with legal requirements.
All IDS staff	Responsible for ensuring reported repairs and concerns are raised and managed effectively

8. Equality Impact Assessment

An Equality Impact Assessment has been completed for this Policy.

9. Policy Review & Monitoring

- 9.1 We will review this policy every 3 years, or following legislative change, to ensure the Policy remains effective and complies with current legislation and good practice.
- 9.2 All relevant KPI's aligned to the management of Disrepair are regularly monitored and reviewed. We routinely monitor our performance in implementing this policy. Performance is monitored on a weekly basis by the repairs team and KPIs reported to Corporate Management Team (CMT) monthly and to every Operations Committee and Board meeting.