



Repairs & Maintenance Policy

Policy No: 15

Policy Reviewed on: 27th November 2025

Next Review Date: November 2027

Signed: Head of Housing & Property Services

1. Purpose of Policy

This policy is relevant to Littlehampton & Rustington Housing Society Ltd Property Management Services and the staff within the Estates Team.

2. Repairs & Maintenance Policy

At LRHS we are committed to keeping our homes safe, well-maintained, and in good repair. We aim to provide an efficient and responsive repairs service for all residents.

3. Our Responsibilities

We will:

- Maintain the structure and exterior of our properties, including roofs, walls, windows, and communal areas.
- Keep installations for water, gas, electricity, heating, and sanitation in working order.
- Carry out repairs within reasonable timescales based on the urgency of the issue.
- Ensure contractors and staff work safely and respectfully in residents' homes.
- Keep residents informed about repair appointments and any delays where possible.

4. Residents' Responsibilities

Residents are responsible for:

- Reporting repairs promptly.
- Providing access for inspections, repairs, servicing, and maintenance works.
- Taking reasonable care of their home and fixtures.
- Carrying out minor day-to-day maintenance, such as:
 - Replacing light bulbs
 - Keeping drains clear where possible
 - Maintaining cleanliness and ventilation
- Reporting any damage caused deliberately, accidentally, or through neglect.

Residents may be charged for repairs caused by misuse, negligence, or unauthorised alterations.

5. Emergency Repairs

Emergency repairs are issues that pose an immediate risk to health, safety, or security.

Examples include:

- Major water leaks or flooding
- Complete loss of heating or hot water (particularly in colder months)
- Dangerous electrical faults
- Unsafe structures
- Gas leaks
- Insecure external doors or windows

Emergency repairs should be reported immediately using our emergency contact details.

 estateoffice@lrhs.co.uk or  01903 787222

Emergency out-of-hours:  07501 253042

6. Routine Repairs

Routine repairs are non-urgent issues that do not present an immediate danger.

Examples include:

- Dripping taps
- Minor plaster repairs
- Loose fittings
- Faulty internal doors
- Minor leaks

We aim to complete routine repairs within a reasonable timeframe depending on the nature of the repair and contractor availability.

7. Planned Maintenance

Some larger works are carried out as part of planned maintenance programmes. These may include:

- External painting
- Roof replacement
- Window or door upgrades
- Heating system replacement
- Communal area improvements

Residents will be informed in advance where works may affect their home or access.

8. Access to Properties

Residents must allow reasonable access for:

- Repairs and inspections
- Gas safety checks
- Electrical testing
- Planned maintenance works

Where access is repeatedly refused, we may need to take further action to meet our legal safety obligations.

9. Reporting Repairs

Repairs can be reported by contacting us:

 estateoffice@lrhs.co.uk or  01903 787222

Emergency out-of-hours:  07501 253042

Please provide:

- Your name and address
- A description of the issue
- Photos where possible
- Details of any immediate safety concerns

10. Complaints and Feedback

We welcome feedback on our repairs service. If you are dissatisfied with a repair or service provided, please contact us so we can investigate and resolve the issue.

11. Responsibility

- 11.1 LRHS Board will have overall governance responsibility for this policy and its implementation.
- 11.2 CEO & Head of Housing & Property Services have strategic responsibility for the operational day to day management of this policy.

12. Equality and Diversity

LRHS will ensure that this policy is applied fairly to all its tenants and employees and will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in LRHS' Policy.