



# NORTH STAR

Creating homes, building futures

## Repairs & Maintenance Policy

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## 1. Introduction

### Purpose and Scope

**This policy sets out North Star's overarching approach, responsibilities and service commitments for delivering a responsive repairs and maintenance service to customers and leaseholders. It applies to repairs for individual homes and to communal areas and shared building elements.**

It relates to responsive repairs only. Planned and cyclical investment works are managed through separate policies and programmes.

Detailed procedures, workflows and operational guidance sit alongside this document and may be updated from time to time to reflect operational, legislative or regulatory changes.

### Our Repairs Service Commitment

North Star is committed to:

- Keeping homes safe, secure and in good repair
- Responding within published timescales
- Treating customers with respect and professionalism
- Learning from feedback, complaints and performance information

### Importance of the Repairs Service

The responsive repairs and maintenance service is a core North Star function and plays a critical role in keeping homes safe, secure, warm and in good repair. The service is delivered by approved contractors.

Feedback from customers consistently shows that repairs and maintenance are among their highest priorities, and the organisation places equal importance on delivering this service effectively, safely and consistently.

### Policy Aims

This policy supports North Star to:

- Maintain homes to an appropriate standard
- Meet legal and regulatory obligations
- Provide clarity on responsibilities and service standards
- Support continuous service improvement
- **Contribute to the organisation's wider strategic and business objectives**

## Legal and Regulatory Framework

North Star has a legal duty to keep its homes in repair and free from hazards that may affect the health, safety or wellbeing of customers. Key legislation and regulatory requirements include, but are not limited to:

- Landlord and Tenant Act 1985 (Section 11)
- Homes (Fitness for Human Habitation) Act 2018
- Social Housing (Regulation) Act 2023
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Gas Safety (Installation and Use) Regulations 1998
- Relevant health and safety legislation and regulatory standards
- (This list is not exhaustive)

**North Star's tenancy agreements and leasehold agreements are legally** binding contracts that set out the respective rights and responsibilities of the landlord, customers and leaseholders. Further guidance is provided through the Tenant Handbook and Leaseholder Handbook.

## Leaseholders and Consultation

In relation to leasehold properties, North Star is responsible for maintaining the structure and exterior of buildings. Eligible and reasonable costs may be recovered through service charges in accordance with the terms of the lease.

Where required, North Star will consult leaseholders in accordance with Section 20 of the Landlord and Tenant Act 1985 (as amended), including **where an individual leaseholder's contribution to qualifying works is** expected to exceed the statutory threshold.

## Inspections and Proactive Management

The Defective Premises Act 1972 places a duty on landlords to take reasonable care to ensure that customers and visitors are reasonably safe from personal injury or damage to their property caused by defects in the premises.

## Financial Management

Repairs and maintenance expenditure is monitored against approved budgets. Responsible officers are accountable for ensuring works are delivered efficiently, represent value for money and operate within agreed financial controls.

## 2. Objectives and Principles of the Policy

### Overall Aim

This policy sets out how North Star delivers a safe, reliable and responsive repairs and maintenance service, meeting its legal responsibilities while supporting good quality homes and positive customer outcomes.

In doing so, North Star aims to provide a fair and timely repairs service that represents value for money, to be clear about landlord and customer responsibilities, and to deliver repairs in a way that is customer focused and respectful.

The organisation will use performance information, feedback and complaints to improve services and will ensure that services are accessible and responsive to vulnerability and individual needs.

### Policy Principles

The repairs and maintenance service is underpinned by a number of core principles. Customers and stakeholders are involved in shaping and improving the service, and performance is monitored and strengthened through supervision, feedback, complaints and learning.

Communication will be clear, accessible and provided in appropriate formats. Staff and contractors will be appropriately trained and supported to deliver the service effectively.

Customers and leaseholders are expected to play their part by reporting repairs promptly and allowing reasonable access.

## 3. Equality, Diversity and Access to Services

**This policy has been developed in line with North Star's Equality and Diversity Strategy.** We are committed to delivering repairs and maintenance services that are fair, inclusive and accessible to all customers.

North Star opposes all forms of discrimination and will not treat anyone unfairly. Services will be delivered in line with the Equality Act 2010 and relevant equality legislation.

We aim to understand the diverse needs and preferences of our customers so that services can be shaped appropriately. Where necessary, we may take proportionate and reasonable action to ensure customers receive the support they need to access the repairs service.

We will take reasonable steps to make access to repairs services easier, which may include:

- Language and interpreting support
- British Sign Language (BSL) interpreting or lip speaking services

- Information in alternative formats (large print, audio, electronic formats)
- Support to explain written information
- Appointments arranged to meet cultural or religious needs
- Gender sensitive appointments when requested
- Assisted access to offices or home visits where required
- Multiple contact routes including telephone, email, digital platforms and online services

#### **4. Right to Repair**

The Right to Repair Scheme gives customers the right to have certain small, urgent repairs completed within set timescales and to receive compensation where those timescales are not met.

Only repairs that meet the statutory definition of a qualifying repair fall within the scheme.

##### **Qualifying Repairs**

A repair qualifies under the Right to Repair Scheme where it is included within the statutory list of qualifying repairs, the estimated cost of the repair (including VAT) is £250 or less, and the repair is not otherwise excluded under the Regulations.

Each qualifying repair has a prescribed maximum completion time, as set out in the relevant Regulations.

##### **Compensation**

Where a qualifying repair is not completed within the prescribed target time, the customer is entitled to £10 compensation, plus £2 for each additional working day that the repair remains outstanding. The maximum compensation payable for any one repair under the scheme is £50.

##### **Exclusions**

The Right to Repair Scheme does not apply where the repair does not meet the statutory definition of a qualifying repair, where the estimated cost exceeds £250, or where the customer has not provided reasonable access after being given appropriate notice.

## 5. Customer Satisfaction, Feedback and Complaints

North Star may contact customers following completion of repairs to seek feedback on the service received. Feedback is used to monitor performance, identify trends and support continuous service improvement.

### Complaints

Where a customer is dissatisfied with the repairs service, they may raise a **complaint in line with North Star's Complaints Policy**.

All complaints relating to repairs and maintenance will be:

- Logged promptly
- Investigated fairly and proportionately
- Used to inform service improvement and learning, including learning from Housing Ombudsman determinations

### Compliments and Suggestions

Compliments, comments and suggestions relating to the repairs service are **welcomed and recorded in line with the organisation's feedback and complaints procedures**.

## 6. Customer Responsibilities

Customers and leaseholders are required, under the terms of their agreements, to allow reasonable access for North Star staff or contractors to inspect, maintain or repair their home or adjoining properties. Access is essential to ensure homes remain safe and in good repair.

### Emergency Access

In an emergency, where there is an immediate risk to health, safety or property and access cannot be obtained, North Star may take reasonable steps to gain entry to the property. Wherever possible, reasonable steps will be taken to contact the customer beforehand.

### Preparation for Repairs

To enable repairs to be carried out safely and effectively, customers are expected to:

- Clear work areas and surfaces
- Move furniture and personal belongings where reasonable
- Lift or remove floor coverings where reasonably practicable.

Where this has not been done and contractors need to move items to carry out essential repairs, North Star cannot accept responsibility for damage unless caused by negligence.

## Persistent Access Issues

Where access is repeatedly refused and this prevents essential repairs or safety works, North Star may take proportionate steps to secure access, including legal action where necessary. Any associated costs may be recovered where permitted by tenancy or lease agreements.

## 7. Contractors and Service Delivery

Responsive repairs and maintenance services are delivered by approved contractors appointed by North Star. Contractor performance is subject to formal contract management arrangements, including regular performance review meetings, quality assurance inspections, and escalation processes where standards fall below expectation.

### Contractor Standards and Compliance

North Star is responsible for monitoring contractor performance and ensuring contractors:

- Comply with health and safety legislation and the Construction (Design and Management) Regulations 2015 where applicable.
- Meet gas, electrical and other statutory safety requirements
- Operate in line with equality and diversity expectations
- Hold appropriate public and employer liability insurance

Contractors are required to maintain a minimum level of insurance appropriate to the nature of the works undertaken.

### Code of Conduct

All contractors working on behalf of North Star are required to comply with **the organisation's Contractor Code of Conduct, which sets expectations for** behaviour, professionalism and customer care.

### Training and Competence

Contractors are responsible for ensuring that their staff and operatives are appropriately trained, competent and qualified to carry out the work they are instructed to undertake.

### Complaints and Claims

Any complaints or compensation claims relating to contractor **performance will be investigated in line with North Star's Complaints and Compensation Policies.**

## 8. Inspections & Quality Assurance

Pre-inspection visits may be carried out where:

- The issue cannot be clearly diagnosed at the point of reporting
- Responsibility for the repair may be unclear
- Specifications or schedules of work are required
- Further investigation is needed to identify root cause
- A previous repair has not resolved the issue
- Works relate to communal areas or leasehold rechargeable items
- The repair relates to damp, mould or condensation, or any issue that may pose a risk to health

### Pre-Inspection Timescales

Where required, pre-inspections will normally be carried out within five working days, subject to access and operational priorities. Repairs relating to potential health hazards, including damp and mould, will be prioritised and responded to in line with legislative and regulatory requirements, including Awaab's Law.

### Post-Inspections

North Star undertakes post-inspections to ensure that repairs are completed to an acceptable standard and that resources are used appropriately.

### Post-Inspection Approach

Post-inspections may include:

- Customer follow-up contact to confirm satisfaction
- Physical inspections of completed works
- Targeted inspections based on value, risk or previous issues

Damp, mould and condensation cases will be subject to enhanced inspection and follow-up to ensure that underlying causes are identified and resolved.

High-value or complex repairs may be subject to enhanced inspection arrangements.

## 9. Repair Responsibilities

North Star provides a comprehensive repairs service. However, there are some repairs which are the responsibility of our customers. The table below sets out the respective repair responsibilities of North Star and customers.

<b>Repairs to the outside of customers' homes</b>	<b>North Star</b>	<b>Customer</b>
Communal areas i.e. lift/stairs maintenance	✓	
General housekeeping to communal areas	✓	

Garages and outbuildings (if owned by North Star) excluding unauthorised alterations	✓	
Sheds and outbuildings erected by a customer		✓
Garden maintenance and clearance of rubbish (including clearance on termination)		✓
Curtilage fencing, walls and gates erected by North Star or with North Star permission	✓	
Curtilage fencing, walls and gates erected by the Customer North Star will remove if it presents a health and safety risk (new fencing will only be erected as part of a planned programme)		✓
Footpaths and hard standings within the curtilage	✓	
Footpaths and hard standings installed by the customer		✓
Clothes lines and rotary dryers installed by North Star	✓	
Aerials, satellite dishes, telephone equipment and all associated cabling		✓
Chimneys, stacks and pots	✓	
Roof structure and coverings	✓	
Fascia, soffit and barge boards	✓	
Guttering and rainwater goods	✓	
Canopies over doors and windows	✓	
<b>Doors &amp; Windows</b>	<b>North Star</b>	<b>Customer</b>
Gaining entry to the property due to keys lost or lock in/out		✓
Glazing and other damage due to misuse		✓
External doors and fitments	✓	
Internal doors, ironmongery and associated defects	✓	
Adjusting doors for new floor coverings		✓
Window frames and ironmongery	✓	
Window blinds removing or refitting after repair works		✓
Internal window boards	✓	
<b>Drainage</b>	<b>North Star</b>	<b>Customer</b>
Soil Pipes and vents	✓	
Drain grids, gullies and surrounds	✓	
Keeping gully grids clean		✓
Inspection chambers	✓	
Clearing blocked drainage (not water authority responsibility)	✓	
<b>Walls &amp; Ceilings</b>	<b>North Star</b>	<b>Customer</b>
Foundations and damp-proof course	✓	
External masonry, rendering and cladding	✓	
Vent repairs (the customer has responsibility to keep the vent clear)	✓	
Major plaster repairs	✓	
Minor plaster repairs i.e. cracks, small holes and finish imperfections		✓
Internal property decoration (excluding communal areas)		✓
Decorative finishes i.e. Textured Coatings/Artex (some Textured Coatings/Artex may contain small traces of		✓

asbestos) customers must seek permission from North Star to remove this		
Wall tiling if provided by North Star (exact match cannot be guaranteed)	✓	
Wall tiling installed by the customer with permission or damage/misuse		✓
Skirting boards and architraves	✓	
Dado rails, picture rails, coving and shelving		✓
<b>Floors</b>	<b>North Star</b>	<b>Customer</b>
Timber floorboards, sheeting and joists	✓	
Concrete and screeds	✓	
Floor coverings (vinyl's, tiles, carpets etc.)		✓
Flooring in communal areas	✓	
<b>Staircases</b>	<b>North Star</b>	<b>Customer</b>
All associated pre-installed parts i.e. spindles, treads, risers and handrails	✓	
<b>Bathrooms</b>	<b>North Star</b>	<b>Customer</b>
Bath panels	✓	
Internal pipe boxing's (if installed by NSHG)	✓	
<b>Kitchens</b>	<b>North Star</b>	<b>Customer</b>
Kitchen cupboards, doors and drawers (exact match not be possible)	✓	
Kitchen handles, catches and hinges	✓	
Worktops	✓	
Any damage to kitchens caused by misuse		✓
<b>Plumbing</b>	<b>North Star</b>	<b>Customer</b>
Water service pipes from internal stop tap, overflow pipes and water tanks	✓	
Blocked toilet, sink, waste pipes and wash hand basin	✓	
Kitchen/ Bathroom Taps	✓	
Sink Unit	✓	
Toilet flushing system	✓	
Toilet seat		✓
Bath or shower tray	✓	
Plugs and chains	✓	
Seals to bath, sinks and worktops	✓	
Bleeding air from radiators		✓
Removing and replacing radiators for decoration		✓
Repairs to plumbing fittings due to misuse, decorating, carpet fitting etc.		✓
<b>Gas Services</b>	<b>North Star</b>	<b>Customer</b>
Gas meter and supply of gas		✓
Gas pipework, boilers and fires	✓	
Radiators, valves and thermostats	✓	
Gas cooker disconnection and reconnection		✓
<b>Electrical Services</b>	<b>North Star</b>	<b>Customer</b>
Electric meter and supply of electric		✓
Electric consumer unit and trip switches	✓	
Electric wiring	✓	

Sockets and light fittings (if installed by North Star)	✓	
Smoke and carbon monoxide alarms	✓	
Light bulbs (except communal areas)		✓
Electric storage heaters and fires (if installed by NSHG)	✓	
Immersion heaters, air source and PV installations	✓	
Electrical appliances, plugs and fuses		✓
Electric cooker disconnection and reconnection		✓
<b>Solid Fuel Appliances</b>	<b>North Star</b>	<b>Customer</b>
General cleaning of appliances, removing ash and cleaning of throat plates (North Star may undertake this for customers who are vulnerable)		✓
Repair of component parts inclusive of two annual services	✓	

### Alterations and Customer Installed Items

North Star is not responsible for repairing or replacing items installed by the customer, whether permission was granted or not.

Where customer installed items present a health or safety risk, North Star may remove them. Replacement will only be provided where required by law or as part of a planned programme.

### Vulnerability and Discretion

North Star recognises that some customers may need additional support to manage their home. Where vulnerability is identified, North Star may take a proportionate and supportive approach to repairs and responsibilities, working with internal teams or partner agencies where appropriate.

### Rechargeable Repairs

A rechargeable repair arises where North Star carries out work that is the responsibility of the customer or leaseholder under their tenancy agreement or lease.

### Approach to Recharging

North Star will only apply charges where it is reasonable, proportionate and supported by evidence. Wherever practicable, customers will be informed in advance where a repair may be rechargeable.

The detailed process for applying charges is set out in the Rechargeable Repairs Policy.

### Circumstances Where Charges May Apply

Charges may be applied in circumstances including, but not limited to:

- Damage caused deliberately or through negligence by the customer, household members or visitors

- Lock changes or replacement keys due to lost keys or being locked out
- Boarding up or re-glazing following negligent or intentional damage
- Property or external area clearance during or at the end of a tenancy
- Removal of items left in communal areas
- Missed appointments where reasonable notice has not been given
- Making good unauthorised alterations or damage arising from alterations
- Inappropriate use of the emergency repairs service
- Costs incurred in gaining access where access has been unreasonably refused

## Vulnerability

Vulnerability and individual circumstances will be considered when deciding whether to apply a recharge.

## Insurance

Customers are responsible for arranging their own contents insurance.

## 10. Aids and Adaptations

North Star is committed to ensuring that homes are as suitable as possible **for customers' needs, particularly where a customer has a disability, long-term condition or mobility issue.**

Adaptations will be delivered in a way that maximises benefit to the customer while remaining within available resources.

Customers will be involved in the assessment of their needs. Decisions will **be informed by professional advice and the customer's own experience of their home.**

**Requests for aids and adaptations are managed in line with North Star's Aids and Adaptations Policy. ([Policy Link](#))**

## 11. Improvements and Alterations

### Permission

Customers must obtain written permission before carrying out any improvements or alterations to their home. Additional permissions, including planning or building regulations approval, may also be required. Leaseholders must comply with the terms of their lease.

Customers must not carry out any works that affect the structure, fire safety or services within a building without prior written approval.

For flats and communal buildings, additional controls apply, including a permit to work process. **Works must not proceed without this permission**, as they can compromise fire safety measures such as fire stopping.

### Conditions of Approval

Where permission is granted, conditions may include:

- Compliance with statutory approvals and regulations
- Use of competent and appropriately qualified contractors
- Provision of certificates and documentation
- Access for inspection during and after works
- Ongoing maintenance responsibility
- Removal and reinstatement at the end of the tenancy where required

### Unauthorised Works

Failure to obtain permission is a breach of the tenancy or lease. North Star may require reinstatement and may take legal action where necessary.

### Compensation for Improvements

Customers may be eligible for compensation for approved improvements carried out during their tenancy, subject to legislative requirements and **North Star's procedures**.

Compensation:

- Reflects depreciation and value added
- Will not cover second hand materials
- Will not exceed statutory limits
- May be offset against rent arrears or other charges

Claims must be made within specified timescales and are subject to inspection.

### Decoration Allowance

A decoration allowance may be offered to assist new customers with decorating their home where appropriate. Allowances are recommended following void inspections and awarded in line with the Decoration and Disturbance Policy.

### Exceptional Circumstances

Additional allowances may be considered in exceptional circumstances at **North Star's discretion**.

### Disturbance Allowance

A disturbance allowance may be paid where major works carried out by North Star cause disruption to a customer's **home**.

### Temporary Moves

Where a temporary move is required, reasonable costs may be covered, including removal, storage and reconnection of services.

### Returning to the Property

Customers returning to their home should be no worse off than before works commenced, with fixtures and fittings reinstated on a like-for-like basis where applicable.

### Rent Arrears

Disturbance allowances may be offset against rent arrears where appropriate and with the customer's **agreement**.

## 12. Performance Monitoring and Management

North Star monitors the responsive repairs service to ensure it is effective, customer focused and delivers value for money.

Monitoring includes:

- Contractor performance against agreed key performance indicators
- Achievement against published repair timescales
- Expenditure against approved budgets
- Customer satisfaction, feedback and complaints trends

Performance, risk and compliance assurance relating to repairs are reported through established governance structures, including SMT and the Board. Where performance falls below target or presents material risk, appropriate escalation and corrective action are implemented.

Learning from performance data, customer feedback and complaints, including Housing Ombudsman outcomes, is used to drive continuous service improvement.

Performance monitoring also includes oversight of communal area repairs and health and safety related remedial actions.

## 13. Categories of Repair and Target Timescales

Repairs are prioritised based on the risk to health, safety, security and the home. Different timescales apply depending on the nature and urgency of the repair.

Some urgent repairs are subject to specific legal timescales, including **those arising from damp and mould under Awaab's Law** and associated regulations as they come into force.

### Repair Categories and Target Response Times

Repair Category	Timescale	Description
Emergency Call Outs (Out of Hours)	Attend and make safe within 4 hours	<b>Immediate risk to health, safety or the property reported outside normal working hours.</b>
Emergency Repairs	Attend and make safe within 24 hours	<b>Urgent safety issues requiring prompt action to prevent harm or significant damage.</b>
Urgent Repairs – <b>Awaab's Law (Damp and Mould)</b>	In line with statutory timescales in force at the time	<b>Damp and mould cases posing a potential risk to health, managed in accordance with legal requirements.</b>
Urgent Repairs - <b>(Non-Awaab's Law)</b>	Attended within 3 working days	<b>Repairs requiring prompt attention but not presenting an immediate safety risk.</b>
Routine Repairs	Attend within 20 working days	<b>Non-urgent repairs required to maintain the home in good repair.</b>
Planned works	Attend within 90 working days	<b>More complex or non-urgent repairs scheduled for efficiency or requiring additional planning.</b>

### Exceptions and Communication

Timescales may be affected by factors such as access issues, specialist parts or surveys, and wider safety considerations. Where this happens, customers will be kept informed about what is happening and when the repair will be completed.

### 14. Damp, Mould and Condensation

North Star recognises that damp and mould can have a serious impact on health and wellbeing and will treat reports of damp and mould as a priority.

This Repairs & Maintenance Policy sets out the overall service commitment. The detailed approach to investigation, case management, escalation and **remediation is set out in North Star's Damp and Mould Policy and procedures**, which should be read alongside this document.

## Reporting and Early Action

- Customers are encouraged to report damp, mould and condensation concerns as early as possible.
- Reports will be assessed promptly and prioritised based on the risk to health, household circumstances and the severity of the issue.

## Inspection, Interim Measures and Remediation

Where an inspection is required, North Star will arrange this in line with the published repairs timescales and statutory requirements in force at the time.

If a risk is identified, proportionate action will be taken based on the nature and severity of that risk. This may include:

- Implementing interim measures to reduce or control immediate risk
- Undertaking further investigation to establish the root cause
- Planning and completing remedial works to address identified defects

North Star will seek to address both the presenting issue and any underlying cause, where these fall within landlord responsibility.

## Communication, Records, Vulnerability and Safeguarding

Customers will be kept informed of inspection findings, proposed actions and anticipated timescales throughout the process.

North Star will maintain clear and accurate records of inspections undertaken, decisions made, actions completed and all associated communications.

Where vulnerability or potential health impacts are identified, this will inform prioritisation, support arrangements and any required escalation, in **accordance with North Star's Damp and Mould Policy and relevant safeguarding procedures.**

## 15. Reporting Repairs

North Star provides a range of ways for customers to report repairs. All repair requests are logged and allocated a unique reference number.

Repairs can be reported:

- By telephone
- Online via xxxx
- In writing or in person at North Star offices
- By speaking directly to a member of staff
- Via accessibility services such as TypeTalk

When a repair is reported, staff will assess the repair, determine its category, and decide whether a pre-inspection is required before issuing

work to a contractor. Emergency repairs may be instructed immediately to ensure a prompt response.

## 16. Cancelled Repairs and No Access

Repair appointments will include an agreed time window and contractors may contact customers in advance to confirm access.

For routine repairs, up to three attempts will normally be made to gain access. Where access is not gained, the customer will be asked to rearrange. If no contact is made within a reasonable period, the repair may be cancelled.

For repairs relating to potential health hazards, including damp, mould and condensation, additional efforts will be made to gain access, and risks will be managed in line with legislative and regulatory requirements, including Awaab's Law.

Missed appointments may be rechargeable in line with the Rechargeable Repairs Policy, subject to discretion and individual circumstances.

## 17. Compliance

This policy sets out how responsive repairs and maintenance interface with **North Star's** health and safety responsibilities. Detailed arrangements for managing Fire Safety, Gas Safety, Electrical Safety, Asbestos, Water Hygiene and Lift Safety are set out in **North Star's specialist compliance policies and procedures**.

Where responsive repairs activity presents a direct legal or operational risk, this policy highlights specific compliance interfaces. These include, but are not limited to, the following:

### Gas Safety

North Star has a legal duty to ensure gas appliances and installations it owns or controls are maintained in a safe condition and inspected at least every 12 months. Delivery of the gas servicing programme is managed by **North Star's Compliance Team in line** with the Gas Safety and Servicing Policy.

Responsive gas repairs are managed through the repairs service. Where repairs relate to gas installations, appropriate co-ordination will take place between the Repairs and Compliance teams to ensure risks are managed and statutory obligations are maintained.

North Star will take all reasonable steps to gain access for gas safety inspections. Where access is repeatedly refused, proportionate action may be taken to meet legal obligations, with the safety of customers and staff as the primary consideration.

## Asbestos

North Star manages asbestos risks in line with the Control of Asbestos Regulations.

Asbestos risks must be considered before and during responsive repairs, void works and other activities where materials may be disturbed. Relevant asbestos information will be made available and must be reviewed prior to works commencing.

Where asbestos containing materials are suspected or identified, **appropriate controls will be implemented in accordance with North Star's Asbestos Policy and Procedures.**

### 18. Void Properties

North Star is committed to re-letting empty homes quickly while ensuring they meet required safety and lettable standards.

Property Services are responsible for void inspections, identifying rechargeable works, supervising works and completing post-inspections/sign-off. **All void properties must meet North Star's Lettable Standard** before re-letting.

Before re-let, void properties will have appropriate safety checks completed (including gas and electrical safety requirements), alarms tested/installed as needed, and a valid EPC in place, with asbestos information provided where required.

Void performance is monitored through internal reporting arrangements to senior management and the Board.

### 19. Limitations on the Repairs Service

In limited circumstances, repairs may be restricted to essential, emergency or safety related works, including where:

- A Right to Buy/Right to Acquire application is in progress
- Repairs are due to be addressed through planned works
- Repairs arise from customer damage, and the customer has declined to agree to payment or recharge arrangements.
- There is a history of serious abuse or threats towards staff or contractors

Restrictions will not apply where works are required to address a health or safety risk.

## 20. Out of Hours Emergency Repairs

North Star provides an emergency repairs service outside normal working hours, including weekends and bank holidays. The service is intended for genuine emergencies only and may be limited to making the situation safe and secure.

Misuse of the service may result in a recharge, subject to discretion and consideration of individual circumstances.

## 21. Repairs to External and Communal Areas

North Star is responsible for maintaining and repairing all communal and shared areas, both inside and outside our buildings, in accordance with this Policy and the Communal Area Service Standard.

This includes, but is not limited to:

- Communal entrances, corridors, stairwells and landings
- Lifts and lift lobbies
- Communal lighting and electrical systems
- Roofs, external walls and structural elements
- Shared drainage systems
- Car parks, footpaths and hard standings
- Boundary treatments owned by North Star
- Communal grounds, bin stores and external lighting

Repairs to communal and external areas should be reported in the same way as any other repair, via our usual contact channels. We will prioritise and respond based on the category of repair (emergency, urgent or routine), considering health and safety risks and any known vulnerability considerations.

Where responsibility sits with another party (for example, a management company or leaseholder arrangement), North Star will take reasonable steps to liaise with the responsible organisation and keep residents appropriately informed.

Delivery and oversight of communal area repairs and inspections are managed through the Communal Area Service Standard, which sets out inspection arrangements, statutory health and safety regimes, performance monitoring and governance oversight.

## 22. Additional Information

Customers can obtain further information about the repairs service through:

- North Star staff
- Tenant and Leaseholder Handbooks
- **North Star's website and digital services**
- Customer newsletters and engagement events