



Repairs and Maintenance – Policy Overview

Purpose

YMCA Black Country Group (YMCABCG) is committed to providing safe, secure and well-maintained homes. This policy explains how repairs and maintenance are delivered, how we meet legal and regulatory standards, and how we ensure properties remain safe, decent and ready to let. The policy also sets out roles, responsibilities and trauma-informed expectations for all staff and contractors.

Our Approach – Person Centred and Trauma Informed

Repairs and maintenance must be delivered in a way that is:

- Respectful, supportive and sensitive to residents' needs
- Trauma-informed, recognising that past experiences may affect how residents respond to repairs
- Focused on safety, dignity and partnership, be clear, transparent and easy to understand
- As the policy states, trauma-informed practice means asking "What does this person need?" rather than "What is wrong with this person?"
- Staff and contractors must embody trauma-informed principles in all interactions.

Roles and Responsibilities

- Head of Premises, IT and Health & Safety - Leads implementation of this policy, ensures properties are well maintained, oversees statutory compliance and contractor management.
- Premises Management Team - Completes most responsive repairs, supports statutory testing and planned works and works with Housing Managers to ensure safe environments.
- Housing Managers - Act as "Responsible People" for their buildings, report repairs, support inspections and ensure resident communication, monitor void periods and lettable standards

Property Inspections

Repairs may be identified through Health and Safety inspections, Audits and Routine Property Checks. In Supported Housing, Property Checks are completed at least monthly (more often if needed). Best practice is to notify residents and complete checks with them present. In Y-Living Property Checks are completed every 3 months. Notice must be given; but access cannot be unreasonably refused. Emergency Access - Staff or contractors may enter without consent if there is a suspected health and safety risk (e.g., fire, gas leak, water ingress).

Lettable Standards

A property is ready to let when it meets YMCABCG's Lettable Standards, including:

- Clean: all rubbish removed, floors cleaned, kitchens and bathrooms sanitised
- Safe: gas/electrical testing completed, smoke alarms fitted, legionella checks done
- Secure: keys/fobs provided, window restrictors installed where required
- Functional: working electrics, safe flooring, working kitchen and bathroom facilities

Residents are not permitted to decorate; this remains YMCABCG's responsibility. Properties should ideally not be unavailable to let for more than two weeks.

Types of Repairs

YMCABCG categorises repairs into four groups.

Responsive Repairs - Responsive repairs are day-to-day issues reported by residents or staff. FixFlo automatically assigns priority levels and target action times.

0 = Emergency - Immediate risk to health, safety or security. Must make safe within 24

1 = Urgent - Could affect safety or cause damage. Within 3 working days

2 = Routine - Not urgent but affects comfort/function. Within 10 working days

3-5 = Standard - Can be deferred without major inconvenience. Within 28 working days



Staff may be asked to carry out minor investigations where safe and reasonable. Residents must keep areas tidy so repairs can be completed safely.

Planned Statutory Compliance - These are essential checks required by law or regulation and are usually completed by qualified contractors. They include, annual gas servicing, legionella testing (monthly), electrical inspections (EICR every 5 years, PAT testing bi-annually, emergency lighting annually), fire alarm and equipment testing, lift inspections, asbestos surveys.

Planned Non-Statutory Obligations - These support good housing management and include pest control, window cleaning, refuse collection, CCTV management and grounds maintenance.

Planned Capital Improvements - A Stock Condition Survey is completed at least every 5 years. This informs a long-term programme of improvements such as kitchens and bathrooms, boilers, flooring, external decoration and roof replacement. Capital works are authorised by the Chief Finance Officer and reviewed quarterly.

Furniture and Fittings

Housing Managers must ensure properties have durable, good-quality furniture, that items meet fire safety regulations, that energy-efficient appliances are chosen, and that WEEE regulations are followed for disposal. Residents may be charged for damage caused deliberately or through neglect.

Reporting Repairs (FixFlo)

All repairs must be logged on FixFlo with clear details and photos. Priority 0 or 1 issues must also be reported verbally to Premises Management. Residents must be informed of expected timescales. Consent for access cannot be unreasonably withheld (except in emergencies).

Out-of-Hours Repairs

Residents in unstaffed properties report emergencies via Western Gateway. Call handlers will then gather information, use site-specific checklists to try and resolve the issue, determine if the issue is an emergency and contact the on-call Premises Officer if needed. Log all actions and notify relevant managers.

External Contractors

The Head of Premises maintains an approved contractor list. Contractors must have relevant qualifications, insurance, health and safety documentation and DBS checks where required.

Energy Efficiency

Repairs and improvements should support sustainability, including having efficient boilers, insulation, double glazing, renewable technologies where appropriate and Energy Performance Certificates will be obtained and shared with residents.

Mould, Damp and Condensation

Following national guidance, YMCABCG must ensure homes are free from hazardous damp and mould. Housing Managers must assess for damp/mould during inspections, report issues promptly and provide residents with guidance on ventilation and prevention.

Key Message for Staff

Our role is to:

- ✓ Keep homes safe, secure and well maintained
- ✓ Respond to repairs quickly and effectively
- ✓ Work in a trauma-informed, person-centred way
- ✓ Maintain high standards and meet legal requirements
- ✓ Communicate clearly with residents
- ✓ Minimise void periods and ensure properties meet lettable standards

By delivering repairs professionally and compassionately, we help residents feel safe and supported while protecting the quality and sustainability of YMCA homes.