



Zen Registered Providers: Repairs Policy

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Approved by:	

1. Introduction

- 1.1 Zen Housing Limited, Zen Housing 2 Limited and Zen Rented Limited's (together Zen) is committed to ensuring that its homes are well-maintained, and repairs are carried out in a timely and cost-effective manner to maximise the long-term life of the properties.
- 1.2 The purpose of this policy is to set out our approach on how repairs and maintenance to our rental, leasehold and shared ownership properties will be managed.
- 1.3 The main aims of this policy are to:
 - Provide clearly, the principles of customer repairs and maintenance obligations to their home; ensuring clarity is provided on the works we will carry out in line with obligations set out in the lease; and to
 - Ensure the repairs and maintenance service meets all legal and regulatory requirements.
- 1.4 This policy should be read and interpreted alongside our shared-ownership leases and tenancy agreements, which set out Zen's responsibilities alongside those of our customers' rights and obligations. If there is a conflict between a term of a lease and our policy, we would expect the lease to take priority.

2. Scope

- 2.1. This policy applies to all properties where Zen has the obligation to provide repairs and maintenance service as the:
 - Landlord of tenants' properties;





- Landlord of shared ownership properties; or
 - As the lessor or sub-lessor (as applicable) in respect of the exterior structure and communal areas and other mechanical and electrical equipment shared within a building.
- 2.2. All shared ownership schemes where S106 has been agreed after December 2021 will have a 10-year period where Zen may be responsible for some external, structural and internal repairs. In addition, we will reimburse the shared owner for some internal repairs up to a financial limit. This applies to new build homes for the first 10 years of the property's life or until the shared owner reaches 100% ownership (whichever is sooner).
- 2.3. Responsibility for repairs will be clearly outlined in the shared ownership lease or tenancy agreement.
- 2.4. Where Zen is responsible for repairs, we will ensure that the service standards identified in this policy are met and include warranting where subcontractors are employed to conduct repairs and maintenance works.

3. Customer Responsibilities – Shared Owners and Leaseholders

- 3.1. Leaseholders or shared owners of apartments, are responsible for servicing, maintaining, and repairing things that are inside their property, for example any fixtures and fittings, plumbing and electrical items, appliance faults, general repairs and leaks. Shared owners of houses are also responsible for the whole fabric of the building including boundary fences and walls as indicated in the lease.
- 3.2. The exceptions to this are:
- The 10-year period for leases of new shared ownership dwellings as described in 2.2 above;
 - The responsibilities of Zen as owner of an apartment building or for estate management, or third parties with these responsibilities;
 - Snagging items which the developer should rectify soon after completion of the building works;
 - Defects of design and construction which are covered by a warranty such as NHBC;
 - Matters which are covered by the building insurance; and
 - The requirement to obtain the consent of Zen, or its property manager, to undertake major structural works or improvements to the property.





3.3. We expect customers to:

- Attend to repair problems as soon as possible;
- Minimise further damage where possible, such as turning off a water supply in the event of a leak;
- Immediately report emergencies to the relevant emergency services; and
- Contact manufactures or suppliers of white goods where under warranty.

3.4. Customers experiencing problems with damp or mould that they cannot resolve will be encouraged to contact Zen, or the property manager, who may be able to assist

4. Approach to Repairs and Maintenance

4.1. As the landlord for its tenants, Zen is responsible for carrying out responsive repairs to our rental properties.

4.2. Responsive repairs are repairs which are carried out on a reactive basis as the need arises e.g. a loss of heating or power. Responsive repairs are split into the following two categories:

- **Emergency repairs:** Are repairs works which, if not carried out would pose:
 - an immediate risk to a resident or a third party's security, health or safety;
 - an immediate risk to the building's structural integrity; or
 - cause significant inconvenience to the resident.

4.3. We aim to attend and resolve emergency repairs and make safe within 12 hours and complete the repair within 2 working days of receiving the request. These include:

- Bursts – pipes, boilers, tanks etc;
- Faults on mains supply and distribution only;
- Faults in the heat system and loss of hot water or heating;
- Electrical faults (but not fuses, cracked switches or lamp holders unless in circulation areas);
- Gas escapes;
- Investigation into reason for sounding of carbon monoxide or carbon dioxide detector alarms and rectification of cause for detection;
- Fire, flood or storm damage;





- Floors in dangerous condition;
- Provision of heating source in winter periods;
- Blocked toilet;
- Locked out of property and no access in property, or locked within a room (such as bathroom);
- Security of Property including locks, glass, window frames and sash cords; and
- Zen will ensure all emergency hazards are addressed within 24 hours and significant damp and mould hazards are addressed within fixed statutory timescales.
- **Routine Repairs:** These are repairs works that are not hazardous and do not cause any serious inconvenience to the resident. We will complete routine repairs by mutual appointment with the resident and within 15 working days of being reported.

4.4. With all repairs, residents will be notified of when the repair works will take place and how long the repair should take to resolve. Residents will be given flexible timeslots for any routine repairs appointments. Residents will be kept informed on the progress of the work and what work is being undertaken when the issue is not resolved during the first visit. Residents will be notified upon completion of the repair works.

4.5. We recognise that it will be more difficult for residents with specific communication needs to access our information surrounding repairs & maintenance and reporting them. We will ensure that our communications are accessible to all as described in our Equality and Diversity Policy.

5. Apartment Buildings, Communal Areas and Estate Services

5.1. For any repairs and maintenance works to the structure, communal areas of the building, communal services such as lifts and communal boilers, and estate services, all shared owners and leaseholders will be charged a proportionate amount for these works as per the terms of the lease. This includes any compliance checks/certificates/surveys related to fire safety, lifts, asbestos, gas, electrics, and legionella. The cost of these works will be included in the service charge. These costs will not be recharged to tenants.

5.2. These repairs and maintenance will be organised by a managing agent appointed by Zen, or by a third-party owner of the building, or under an estate covenant for the management of the estate.

5.3. Where a third party has appointed a managing agent, Zen will endeavour to make arrangements so that shared owners with service requests or concerns can directly approach that agent.

6. Approach to Cyclical and Planned Maintenance





- 6.1. As set out in Zen's Asset Management Strategy, we want to ensure that where we are investing cyclically, that it is adding value to the buildings and preventing disrepair. Our residents know their buildings well, so their involvement is invaluable as part of an "invest to save" strategy.
- 6.2. We will use data obtained from stock condition reports to schedule planned maintenance. An annual programme of planned maintenance works will be notified to customers whose properties are impacted by planned work.
- 6.3. Leaseholders will be given notice about and be consulted on any relevant planned works, in accordance with the Landlord and Tenant Act 1985, which contains the primary legislation about consultation in section 20 of the Act.

7. Snagging and Defects – Shared Owners and Leaseholders

- 7.1. Items that have been identified as outstanding on completion of the building work or a new dwelling will be rectified by the developer as soon as possible after completion. We will inform new customers of these snagging items and the plan and timescale for rectification.
- 7.2. All new properties are covered by the defects' liability period during which the developer's contractor will deal with any defects. This period lasts either 12 or 24 months from the date the property was handed over to Zen and not from the date the property was acquired by the leaseholder.
- 7.3. The customer is responsible for reporting defects directly to the developer's after care team or the property manager.
- 7.4. The developer must provide out of hours emergency contact information and communicate it to either the customer, either directly or via the property manager.
- 7.5. The developer will rectify defects within the timescales agreed with Zen and based on the following priority categories:
 - Emergency defects – attended within 24 hours.
 - Routine defects – attended by mutual appointment with the resident and within 20 working days of being reported.
- 7.6. On a monthly basis, the developer will provide Zen with a list of all completed and outstanding defects, including the date the defect was reported, the date customer was contacted and the data of when the defect was rectified.
- 7.7. At the end of the Defects Liability Period a final defects inspection is made, covering all contract works, and a schedule detailing final defects is issued for rectification.





- 7.8. After the developer's defect liability period expires the warranty (NHBC or similar) will provide cover from year 1 or 2 until the end of year 10 for items that are defects of design and construction subject to a minimum claim value (typically £2,000). Claims will be made by Zen.
- 7.9. If the shared owner staircases to 100% ownership during this period then Zen will arrange for the warranty provider to transfer the benefit to the outright owner.
- 7.10. Any general maintenance requirements are the responsibility of the leaseholder, even during the defects liability period.
- 7.11. Zen will ensure that developers comply with the timescales under the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025.

8. Building Insurance

- 8.1. Zen, (or a third-party building owner), will arrange building insurance which will cover repairs and remediation resulting from accidental damage to the building. This policy will not cover matters of general repair and maintenance, nor damage caused by the occupier or the landlord.
- 8.2. Claims against the policy will be made by Zen or its property manager.
- 8.3. Zen, or its property manager, will make available to the shared owner a certificate from the insurer to confirm that the property is insured, and will also make available on request a copy of the insurance policy with details the terms, conditions, and scope of the cover.

9. Resident's Insurance Responsibilities

- 9.1. Residents have a responsibility to protect their personal belongings by securing contents insurance for their homes. This insurance provides financial security in case of theft, fire, water damage, or other unexpected events, covering the cost of repairing or replacing valuable items.
- 9.2. Without adequate insurance, residents may face significant financial burdens if their possessions are lost or damaged, of which Zen is not liable for. By taking out a suitable policy, residents can ensure peace of mind, knowing that their belongings are safeguarded against unforeseen circumstances.

10. Major Structural Works and Improvements

- 10.1. Where a shared owner wishes to make changes to their property then Zen, or its property manager, should be contacted in advance.





- 10.2. Where Zen is the Freeholder, proposals that are minor in nature and do not affect the structure or value of the property will be given consent within a week, along with advice on how to choose a contractor and to ensure that all regulations, permissions etc of statutory authorities are obtained.
- 10.3. Proposals with an impact on the structure or value of the property may require a visit by a representative of Zen, or its property manager, to assess, and it may be necessary for the shared owner to commission a consultant to survey the property, specify the work, and seek contractors' proposals, before the landlord's consent can be given.

11. Damp, Mould and Condensation

- 1.5 Zen will ensure that residents who report damp, mould and condensation problems are treated with respect and empathy, understanding that the property is their home and that living with damp, mould and condensation is a blight on their and their family's lives.
- 1.6 Once a resident has reported a damp and mould issue or where we become aware of a damp, mould and condensation issue, we will ensure that:
 - All emergency hazards are addressed within 24 hours, and significant damp and mould hazards are fixed with statutory timeframes. This will include additional hazards where there is a significant risk of harm and regulations are extended.
 - The resident is informed within 10 working days of the contractor's or surveyor's opinion regarding the damp and mould and what, if anything, action we will take to address the issue; and provide a summary of the investigation to the tenant within three working days.
 - If the case is ongoing, we will communicate regularly with the resident and inform them of an action plan to resolve the issue.
 - Zen will ensure that work commences, or steps taken to begin, any supplementary preventative work to prevent a significant or emergency hazard recurring within five working days of the investigation concluding, if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in five working days this must be done as soon as possible, and work must be physically started within twelve weeks.

12. Appeals and Complaints

- 12.1. Customers who feel that they have not been treated in accordance with this policy can refer to and use the complaints policy.

13. Background Documents





13.1. This policy should be read in conjunction with the following legislative, regulatory and policy documents:

- RSH's Safety & Quality Standard

and the following strategies and policies:

- Complaints Policy
- Equality & Diversity Policy
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025

14. Policy Management

14.1. This policy will be reviewed every two years unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.

