



## Repairs and Maintenance Policy

Our Repairs and Maintenance Policy aims to provide a customer focussed service and maintain our properties to a safe and fit standard.

The Group aim to provide an efficient and responsive service to our customers, which achieves Value for Money. The Group seek to take advantage of the latest innovative technology and work in partnership with the Asset Team to develop effective programmes which will reduce responsive demand and increase efficiency.

To ensure our service is accessible a variety of methods can be used by our customers when reporting repairs. Customers will be provided with clear information to enable them to understand the importance of reporting a repair and how this can be done. Customer and Landlord responsibilities for repairs are clearly set out.

We will use feedback from our customers, which allows us to continually improve our Repairs and Maintenance service. We also consult with our customers on the service through a variety of methods and look to incorporate good practice where appropriate.

We are committed to the principles of diversity and inclusion throughout the organisation and aim to:

- a. Meet the needs and choice of people from all backgrounds
- b. Ensure that our services are relevant, responsive and sensitive to the needs of our existing and future customers
- c. Ensure that all sections of the community in which we work have equal access to our services.

Our Repairs and Maintenance Policy will ensure that customers will be treated as individuals and with fairness and respect.