



EDEN HOUSING ASSOCIATION LIMITED

REPAIRS AND MAINTENANCE POLICY

Document Reference Number:	PROP01
Document Owner:	Repairs & Maintenance Manager
Approved By:	Board
Approved Date:	November 2024
Policy Implementation Date:	November 2024
Revision Cycle	3 Years

This Policy applies to Eden Housing Association and all its wholly owned subsidiaries, including Mitre Housing Association

Review/Amendments Record

Date	Change by	Summary of Change
12/01/2017	Ian McBlain	Minor change to wording in section 3.4 regarding emergency & routine response times. Wording change to item 9.1, 10.1, 10.2 and Cyclical paiting
25/09/2018	Diane Hill	Appendix 3 – Tenants own repairs – check with EHA re. any potential Asbestos containing materials present added.
29.12.20	Diane Hill	Responsibilities made more visible by the addition of a table for EHA/Tenant responsibilities Appendices 1-3 and policy reviewed for legislation changes
27.4.23	Diane Hill	Emergency Response times amended and role names changed
30.10.24	Stella Eggleston	Addition of associated policies & Procedures Amendment to how to report repairs Addition of 'Minor Works' timescale Addition of vulnerable tenants Update on performance measures Addition of inspections Addition of tenant responsibility Addition of Right to Buy Removal of Right to Repair Update of Planned & Cyclical maintenance Update on Consultation Addition of alterations

22.05.26	Stella Eggleston	Addition of reporting, data and trends in section 11
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1. POLICY STATEMENT

- 1.1 Eden Housing Association is committed to providing an excellent repair and maintenance service to ensure the satisfaction of our tenants, fulfil our statutory obligations, protect the value of our housing stock and offer Value for Money.
- 1.2 The overall aim of this Policy is to contribute to the efficient, effective and timely maintenance of the homes we provide.
- 1.3 The objectives of this Policy are:
- To provide an efficient, timely and cost-effective repairs and maintenance service which is easily understood.
 - To promote understanding of which repairs we are responsible for and which are the responsibility of the tenant.
 - To achieve high levels of customer service and customer satisfaction.
 - To monitor the performance of the repairs service to seek continuous improvement.
 - To provide a service which reflects our commitment to equality of access for all tenants and to take account of the needs of vulnerable people.
 - To ensure that the repairs service is provided consistently to all tenants.
- 1.4 The Policy is based on our fundamental principle to *do the right repair by appointment, fixed first time and to a good quality (without subsequent recall) and the whole process communicated*".
- 1.5 EHA will keep in good repair the structure and exterior of all our dwellings and common areas, together with the components that make up each property. We will ensure installations for the supply of water, gas, sanitation and heating are in good working order and service communal equipment supplied by EHA in accordance with current legislation and/or good practice.
- 2.0 **Scope:**
- 2.1 This Policy applies to all properties where Eden Housing Association has an obligation to provide a repairs and maintenance service, including its partners to whom the Association is the Managing Agent. It covers EHA's approach to responsive repairs. Planned and cyclical maintenance are covered by separate policies. The servicing of void properties is included in EHA's Void Control Policy and Void Lettable Standards Policy.
- 1.7 We provide equal access to the service and will not discriminate on

grounds of race, colour, ethnic or national origins, religion, sexual orientation, disability, gender, age or any other matter which may cause a person to be treated with injustice. Contractors delivering the service are expected to follow EHA's Equality, Diversity & Inclusion Policy.

2. REFERENCES

2.1 External

Legislation and regulation

- Landlord and Tenant Act 1985 (Section 11)
- Commonhold and Leasehold Reform Act (Section 20)
- Defective Premises Act 1972
- Environment Protection Act 1990
- Gas Safety (Installation and Use) Regulations 1998
- Compensation for Improvements Regulations 1998
- Right to Repair Regulations 1994
- Control of Asbestos Regulations 2012
- RSH Consumer Standards
- Housing, Health and Safety Ratings System (HHSRS)

2.2 Internal

- Aids and Adaptations Policy
- Gas Safety Policy
- Void Management Policy
- Void Property Lettable Standards
- Complaints and Compliments Policy
- Planned Maintenance Procedure
- Damp, Mould and Condensation Policy & Procedure
- Pest Control Policy & Procedure
- Disrepair Policy & Procedure
- Suite of Compliance Policies
- Asset Investment Strategy and Policy
- Contractor Code of Conduct

3.RESPONSIVE MAINTENANCE (DAY TO DAY REPAIRS)

3.1 EHA offers a variety of ways for tenants to report repairs detailed below; Translation services can be provided if required.

Self – Appointing using My Account	Tenants can raise a request for a routine repair if they are registered for My Account. Customers have the ability to select an appointment time for our principal contractor Emergency repairs should be reported by telephone or in person.
Email	Tenants can report a repair by emailing repairs@edenha.org.uk . The request will be responded to within 24 hours (except weekends and bank holidays)
Telephone	Repairs can be reported by calling 01768 861434 or 0800 3581401 between the hours of 9.00am* and 5.00pm Monday to Friday. (*Wednesday 9.30am). We will aim to provide an appointment on first call, if we're not able to, we will explain why and agree when we will contact you with more information
In Person	Repairs can be reported at our office or to assisted living scheme based colleagues in person

3.2 Out of Hours Repairs Service

Emergency repairs can be reported outside of normal working hours by calling our usual repairs line. This service is available between the hours of 17:00 and 09:00 and during weekends and Bank Holidays. Operatives attending will ensure the property is made safe and will complete repairs where possible.

3.3 Information on EHA's repair responsibilities will be given to all tenants in the tenancy agreement and will be publicised on our website and in Viewpoint. Where a repair is reported that is a tenant's responsibility, or if damage has been caused by a tenant or member of the household, we will recharge for the cost of this repair. A list of repairing responsibilities can be found in Appendix 2.

3.4 EHA's repair response times are:

Emergency	Repairs which are dangerous or pose an immediate risk to health and/or safety. The emergency response of 24 hours is to make	24 hours
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	safe. Follow on repairs may be required (See Appendix 1)	
Routine	Repairs which do not pose an immediate health and/or safety risk to tenants/property or possessions	20 Working Days
Minor Works	Repairs falling outside of responsive repairs – for example extensive remedial works, specialist materials or access platform such as scaffolding. Adhoc replacements such as windows and doors	60 Working Days

Vulnerable Tenants

EHA will consider individual needs when allocating a priority timescale to a repair. Staff will be empowered to alter the timescales where a health and safety risk or vulnerability is identified due to, but not limited to age, disability, domestic abuse or anti-social behaviour.

We may review these from time to time, in consultation with tenants.

3.5 Responsive Repairs procedures set out that:

- EHA will confirm details of the repairs and appointments scheduled with our principal contractor with the tenant.
- Responsive repair work will be delivered by contractors to standards as specified in contracts.
- Appointments will be offered for all non-emergency responsive repairs with our principal contractor and in-house repairs team (Eden Works). Tenants will be able to choose morning or afternoon appointment slots
- Performance targets are set for all main Repairs Contractors, the aim being to improve the level of service and reduce overall costs.
- We will ask tenants for feedback on completed repairs. Any expressions of dissatisfaction received will be fully investigated and analysed to identify issues with our policy or practices and any negative trends in service delivery.

3.6 Responsive repair contract key performance indicators and management reports will be monitored on a regular basis to help ensure that cost, quality and performance targets are met. Key performance indicators we will record and monitor include:

- Tenant satisfaction with the repairs service through Tenant Satisfaction Measures
- % of emergency repairs completed within 24 hours
- % of Routine Repairs completed within 20 working days
- % of Minor Works completed within 60 working days

4. INSPECTIONS

4.1 Pre-Inspections

A pre-inspection may be required where we're unable to diagnose a repair over the phone. A Property Repairs Officer will undertake a pre-inspection where there are/is:

- Complex repairs requiring multiple trades and/or multiple days to complete
- Issues with condensation, damp and mould
- Structural defects
- Roofing repairs
- Disrepair

4.2 Post-Inspections

A Property Repairs Officer will complete post-inspections of a selection of repairs completed by our contractors to ensure the repair has been carried out to our expected standard and that we're providing value for money.

5. ACCESS

5.1 EHA will make appointments with tenants wherever access is required to their home. Tenants have an obligation within the tenancy agreement to provide access for repairs to be completed.

5.2 We understand there are many reasons why tenants may struggle with providing the association or contractors with access to their homes and we will respond sensitively and use a solution focused approach to support tenants to allow access.

5.2 Where our contractors have made at least two attempts to arrange appointments/ gain access to homes to complete repairs, the job will be closed and the tenant will be informed via letter. The tenant will be encouraged to contact EHA to re-arrange an appointment for the repair to be completed and support offered around any issues relating to access.

5.3 Where the requested repair is a Health and Safety issue, EHA will continue to attempt contact to arrange a suitable appointment. If not carrying out the repair poses a serious safety risk to tenants, residents or the property, EHA may gain access through forced entry with the costs of this potentially recharged to the tenant.

5.4 Where we experience multiple no access attempts and missed appointments the housing team will be notified. EHA may recharge the tenant for call out costs incurred by the Association due to failed access attempts. This action will only be taken with consideration to the circumstance of the tenant and frequency of no access. The decision will be made in consultation with the Housing or Repairs and Maintenance Manager.

6. TENANT RESPONSIBILITY

6.1 Tenants are responsible for keeping their homes in reasonable condition, reporting repairs promptly and repairing any damage caused. Tenants are able to repair at their own cost or request EHA to provide a quote for the work to be completed.

6.2 It is expected that tenants pay for works in advance, except where works are required for health and safety reasons or failure to act could damage the structure of the property or surrounding properties, in which case EHA will complete the work and recharge the tenant.

6.3 It is the tenant's responsibility to ensure they have reasonable home contents insurance to cover their personal belongings. EHA offer a low-cost option through a third party which is promoted at all new tenancy sign-ups and regularly through the Viewpoint newsletter.

7. RIGHT TO BUY

7.1 If a tenant makes an application under Right to Buy or Right to Acquire, routine repairs and maintenance will cease as soon as the application is received. Reports of repairs posing a risk to health and safety will be considered by the Repairs and Maintenance manager.

8. ALTERATIONS

8.1 Tenants are able to request permission to make internal or external improvements to their home following the period of their starter tenancy (usually after 12 months). Tenants need to complete a permission form which details the requirements that will need to be met in order for permission to be granted. The repairs and maintenance team will consider the legislation, planning, building control and any impact on the neighbours and the community before granting permission.

8.2 Tenants will be responsible for any future repairs regarding or connected to the improvement undertaken and may be asked to return the alteration to its original state when the tenancy ends.

8.3 If a tenant carries out alterations or repairs to their home without permission and/or it does not meet regulation or standard the tenant will be responsible for returning the home to its original state, or the cost of doing so if EHA are required to carry out the work.

9. PLANNED & CYCLICAL MAINTENANCE (details in separate policies)

- 9.1 The Asset Manager holds responsibility for delivering a 5 year Planned Maintenance Program. We aim to reduce the volume of responsive repairs through ongoing, effective planned maintenance and investment in our stock. Please refer to our Asset Management and Planned Works Policies.
- 9.2 The safety and well-being of our tenants is a fundamental objective. We will undertake periodic inspection and testing both within our tenants' homes and the communal areas of flats and sheltered schemes.
- 9.3 The Compliance Manager is responsible for planning and managing the cyclical testing and maintenance of components including gas heating systems, electrical circuits, lifts etc in accordance with current legislation, Health & Safety guidelines and other appropriate industry standards.

10. CONSULTATION

10.1 EHA will involve tenants in reviewing our policy, and modifying contract specifications, selecting Contractors and monitoring their performance.

10.2 Consultation takes place through established tenant groups, and we will also engage through the use of social media, survey's and focus groups.

Date	Consultation Method	Challenge/Impact/Result
August 2022	Survey	Change of Emergency response time from 4 hours to 24 hours.
June 2023	R&M Review contract bids panel	Input to selection of principle repairs contractor
October 2024	Survey	Addition of minor works timescale Addition of approach to No Access Addition of approach to timescales with vulnerable customers

		Feedback on code of conduct
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11. REPORTING, DATA AND TRENDS

Tenants receive a follow up survey of the repair completed if text is set as their preferred method of contact. This will be used to identify any areas of dissatisfaction and areas for service improvement.

Weekly monitoring of target completions dates takes place and followed up with the contractor.

The following performance will be reported;

Measure/KPI	Who	Frequency
1. % of emergency repairs completed within timescale	Management Team Exec Board	Monthly Quarterly
2. % of routine repairs completed within timescale	Management Team Exec Board	Monthly Quarterly
3. Satisfaction with repairs service (TSM)	Management Team Exec Board	Quarterly

12. EQUALITY AND DIVERSITY

11.1 The Association has undertaken an Equality Impact Assessment for this Policy. Any changes required to be made to the Policy following the assessment have been incorporated accordingly.

11.2 Full details of our approach are set out in our Equality and Diversity Policy.

13. POLICY MONITORING AND REVIEW

- 12.1 This Policy will be kept under regular review and will be amended to take account of any regulatory changes and Corporate Policies.
- 12.2 Monitoring results will be used by Eden Housing Association to inform future Policy reviews in this area. All reviews will consider whether:
- the current Policy adheres to legislative and regulatory requirements, and reflects current good practice
 - the aims and objectives of the Policy being met
 - the current Policy outcomes meet the needs and aspirations of our tenants
 - the Policy offers Value for Money

13. RESPONSIBILITY

- 13.1 The Director of Operations retains the overall responsibility for the implementation of this Policy.
- 13.2 The Repairs and Maintenance Manager is responsible for the contractual and operational delivery of this Policy and the associated procedures. The Repairs & Maintenance Manager is responsible for providing high quality and effective communication with tenants reporting repairs.

APPENDIX ONE

EMERGENCY REPAIRS

Emergency repairs are defined by the Association in our Tenants' Handbook and our Repairs Handbook as the following:

- Any fault which could lead to death or injury of occupants, visitors or public
- Any fault which could seriously endanger the health of occupants, visitors or public
- Any fault which could cause extensive damage to our property or your belongings
- Any fault which could cause serious inconvenience to you and/or your household or other residents

Examples of emergency repairs:

- Collapsed floors or ceilings
- WC will not flush (when only one in the property)
- Total loss of hot or cold water
- Total loss of heating (in winter: October to March)
- Total loss of electric power (where not caused by utility services)
- Renewal of lock when door cannot be secured (where not caused by tenant)
- Burst pipes or tanks (but not weeping/leaking pipes or dripping taps)
- Blocked drains where effluent is leaking into the property

Emergency repairs will normally be restricted to the immediate rectification of the fault ("make safe") or protection of the residents and/or the property, unless the fault can most efficiently be rectified at that time.

The response time for emergency repairs is attendance at the property within 24 hours of notification to "make safe". Any further work will be ordered and carried out within the appropriate timescales for appointed repairs.

The handbook states – You may be recharged when an emergency repair request is made, which is clearly not an emergency.

APPENDIX TWO

The following table in Appendix 2 defines the obligations of EHA and the tenants, but is not limited to the contents: Repair	EHA Responsible	Tenant Responsible
Communal Areas		
Dustbins and the removal of household rubbish		✓
Shared areas such as lifts, stairs, rubbish chutes and communal TV aerials	✓	
Replacement or extra key fobs for communal door entry systems		✓
Door entry systems for shared areas	✓	
Light bulbs and fluorescent lamps in communal areas	✓	
Driveways and shared driveways (if constructed by EHA*)	✓ *	✓
Entrance halls, stairways, lifts, passageways, rubbish chutes and other common parts (Only in Communal Areas)	✓	
Roof		
Chimney, stacks and flues, including annual sweep	✓	
Roof structure and coverings	✓	
Guttering, rainwater pipes, gullies and clips (non-adopted)	✓	
Fascia's and soffits	✓	
Walls and Canopies		
External walls and rendering	✓	
Foundations	✓	
Concrete canopies over doors or windows	✓	
Rendering to property	✓	
Windows and Doors		
Window frames, external sills, ironmongery and locks if damage is fair wear and tear	✓	
Damaged glazing		✓
Security chains, key safes and spy holes	✓	
Internal timber, UPVC or tile window sill (unless affected by rot or woodworm or beyond repair)		✓
Internal doors and associated ironmongery (unless affected by rot or woodworm or beyond repair)		✓

Repair Request	EHA Responsible	Tenant Responsible
External doors, frames, locks, ironmongery, other boards and threshold strips caused by fair wear and tear	✓	
Provision of additional door locks		✓
New or replacement keys		✓
Cracked and broken glass to door screens and windows, caused by negligence, misuse or willful damage		✓
Locked out of a property		✓
Pipes and Drains		
Soil and vent pipes and clips	✓	
Clearing blocked gulley grids		✓
Blocked drains (affecting one property only)	✓	
Blocked drains (affecting more than one property)	✓	
Inspection chambers	✓	
Gardens and Boundaries		
Maintenance of gardens (weed free & aesthetically)		✓
Work carried out to gardens and flooded gardens (Unless caused by an underground leak or where additional drainage is required#)	. ✓#	✓
Garden walls if built by us	✓	
Front fencing and gates if erected by us	✓	
Rear fencing and gates (unless it leads directly to a hazard such as a main road) **		✓
Dividing and Party Fencing		✓
Footpaths, steps, ramps and handrails which provide main access to the front and back door of the property and connect the front and rear doors	✓	
Paved areas and steps that were provided at the point of tenancy	✓	

Repair Request	EHA Responsible	Tenant Responsible
Footpaths, steps, ramps and handrails within the curtilage of the dwelling garden, where they do not form the principal means of access to the dwelling, or connect the front and rear doors of the dwelling (with the exception where a tenant has made their own alterations#)	✓	✓
Washing posts (not lines)	✓	
Replacement or repairs to sheds we provided on new build sites		✓
Exterior cyclical decoration and common parts	✓	
Trees and large shrubs within the curtilage of the dwelling unless planted by EHA (Causing a nuisance or endangering integrity of dwelling)		✓
Garages and Outbuildings		
Garages, outbuildings or solid fuel bunkers within the curtilage	✓	
Locked out of a garage (unless lock is faulty)		✓
Providing additional keys to garages		✓
Walls		
Structural walls inside a property	✓	
Major plaster repairs following repair works	✓	
Minor repairs to plasterwork for example small holes and cracks (less than the width of a £1 coin, edge not face)		✓
Wall tiles to match existing as closely as possible where damage due to fair wear and tear	✓	
Skirting boards, picture rails, battens (unless affected by rot or woodworm unless beyond repair)		✓
Internal decorating, including plaster cracks and blemishes		✓
Floors		
Concrete floors (not including floor tiles)	✓	
Vinyl fitted by us as part of improvement work		✓

Repair Request	EHA Responsible	Tenant Responsible
Floor boards and joists but not including laminate flooring	✓	
Fireplaces		
Fireplace and surround if fitted by us	✓	
Damage to fire bars, ash pans, fire stools and frets, enclosed solid fuel fire glass and grates, caused by negligence, misuse or willful damage, or by use of incorrect fuel		✓
Cleaning of flues and chimneys associated with solid fuel appliances and open fires, in accordance with good practice, and not less than once per year	✓	
Staircase		
Staircase, banister and handrails	✓	
Bathroom		
Bath panels (unless damaged by EHA while carrying out a repair when replacement may not match existing suite)		✓
Slatted shelving to airing cupboard	✓	
Internal pipe work boxing	✓	
Kitchen		
Kitchen cupboards, drawers, door catches, hinges and handles where damage is not fair wear and tear		✓
Worktops where damage is not fair wear and tear (replacement may not match existing) **		✓
Cookers that were provided and installed by us at the point of tenancy NOT where tenant has taken on responsibility of cooker left in property left by outgoing tenant	✓	
Electrical Items		
Electrical wiring sockets and light fittings where fitted by us	✓	
Smoke or carbon monoxide alarms	✓	
Plugs on tenant's appliances		✓
Light bulbs and fluorescent lamps		✓
Electrical consumer units (fuse box)	✓	

Repair Request	EHA Responsible	Tenant Responsible
Electrical Fittings (Tenants own)		✓
Electric storage heaters (if installed by us)	✓	
Electric fires (if installed by us)	✓	
Immersion heaters	✓	
Extractor fans	✓	
Electric shower unit (if installed by us)	✓	
Plumbing		
Water service pipes (from boundary to stop tap / SureStop) overflow pipes and water tanks	✓	
Blocked toilet, sinks, bath and hand basin waste pipes where the tenant has previously tried to clear the blockage. Rechargeable where blockage caused by wet wipes/foreign objects etc#	✓	✓#
Taps, stop taps, SureStops and wheel valves	✓	
Sink units and hand basins where damage is not fair wear and tear **		✓
Toilet flushing mechanism	✓	
Toilet seats, chains and pulls		✓
Bath or shower trays (where supplied and installed by us)**	✓	
Sink, wash basin and bath plugs and chains **		✓
Bath seals and splash back tiles or wall board	✓	
Kitchen sink seals and splash back tiles or wall board	✓	
Vertical Boxing in of new or existing pipe work if damaged caused by us	✓	
Water fittings (Tenants own)		✓
Gas		
Gas pipe work inside the property	✓	
Supply of gas and gas meters		✓
Annual gas servicing of appliances	✓	
Gas fires (if supplied and installed by us)**	✓	
Topping up the heating systems, water pressure and bleeding **	✓	

Repair Request	EHA Responsible	Tenant Responsible
Radiants for gas fires **	✓	
Gas water heaters	✓	
Radiator valves, time clocks and thermostats	✓	(adjust/setting)
Gas boilers	✓	
Gas Fittings (e.g. tenants own gas fire)		✓
Installation of cooker chains or gas bayonet fittings (where none currently exist) to accommodate a change of cooking appliance. Disconnection and reconnection of cookers except during improvement work		✓
Other Heating Sources		
Ground and air source heat pumps	✓	
Heat exchange units	✓	
District heating	✓	
Solar panels	✓	
Adaptations		
Adaptations (installed by us or local authority)	✓	
Cookers installed by us in an adapted kitchen	✓	
Shower tray or seat (if installed by us)**	✓	
Adapted toilet seats (if installed by us)**	✓	
Home Security		
Additional window locks	✓	
Home Energy Efficiency		
Hot water cylinder jackets (first provided by us)		✓
Low energy light bulbs		✓
Loft insulation	✓	
Miscellaneous		
Repairs as a result of fault or neglect, misuse, or where equipment or alterations were fitted or carried out by the tenant (or under his/her direction)		✓
Damage repairs as a result of a tenant's failure to report defects as soon as apparent.		✓

Repair Request	EHA Responsible	Tenant Responsible
Pest Control/Vermin (Health & Safety to be assessed)		✓
Frost damage due to negligence by the tenant ***		✓
To allow access by being present or making suitable arrangements for any internal repair appointment with contractors, or give at least one working day notice to the contractor to make an alternative appointment.		✓
Repairing and maintaining personal equipment such as cookers or washing machines, furniture or belongings, and any improvement the tenant has carried out (unless the tenant has an agreement for the Association to repair and maintain it).		✓
Make good any damage they cause by putting in or taking out their own fixtures and fittings.		✓
Sheltered/grouped flats and elderly persons'/special needs accommodation/dwellings		
Communal lighting to staircases and outside spaces	✓	
Un-adopted footpaths and footway lighting	✓	
Lifts, door entry systems, alarms and other specialised equipment and fittings provided by EHA	✓	
Alarm services and warden communications systems	✓	
Refrigerators, cookers, washing machines, tumble dryers and other appliances provided by EHA *****	✓	

Notes

- * Where permission has been granted for a driveway and we have approved this, any repairing obligation on change of tenancy will fall to us, except in the case of mutual exchange. However, where a driveway has been installed without our permission we reserve the right to remove and recharge for making good the area or we will recharge an appropriate amount for repairs carried out. Any shared driveways where remedial works have been unavoidable because of health and safety concerns may also be recharged.
- ** Where a repair is a tenant's responsibility or a non-standard or enhanced feature, or the repair is our responsibility but the tenant has caused damage that means

there is a hazard and a risk to health and safety we may carry out the repair and recharge the tenant for the cost of this work.

*** The Association will drain down and refill tenant's central heating systems if the dwelling is to be unoccupied for more than a week during winter months.

**** In exceptional circumstances, the Association, at its sole discretion and following repair works, may undertake decoration works for elderly or special needs tenants where they have no other means of undertaking decorating;

***** If the problem is the result of the current tenant's actions or non-actions, the Association reserves the right to recover the cost of maintenance from the tenant.

***** The exception to the above includes any damage, alternation or other changes caused by the tenant or those for which they are responsible. Malicious damage must be reported to the Police.

APPENDIX FOUR**Equality Impact Assessment**

Question	Response
1. Name of the policy/practice/activity being assessed	Repairs & Maintenance Policy
2. Summary of aims and objectives of the policy/practice/activity	Delivery of R&M Services to our tenants
3. What involvement, consultation, engagement has taken place for the policy/practice/activity (e.g relevant groups/stakeholders)	The consultation took place in October 2024, and we informed tenants of the change in Dec 2024 by Viewpoint article
4. Who is affected by the policy/practice/activity	All tenants
5. What are the arrangements for monitoring and reviewing the impact of the policy/practice/activity	Standard 3-year review cycle

Protected Group	Is there a potential for a positive or negative impact	Explain and provide evidence/data used	Action to address the negative impact
Disability	x		
Gender reassignment	x		
Marriage or civil partnership	x		
Pregnancy or maternity	x		
Race	x		
Religion or belief	x		
Sexual orientation	x		
Sex (gender)	x		
Age	x		

Evaluation

Question	Explanation	
Is it possible the proposed policy/practice/activity could discriminate or unfairly disadvantage people	Staff are encouraged to work flexibly within the policy and to recognise where disability, age or other factors may need to alter how we delivery the policy (eg a disability may make a usually standard repair an emergency).	
Decision	Tick the relevant box	Include any justification required
1. No barriers identified – proceed	x	
2. Barriers identified towards one (or more) protected groups – stop		
3. Barriers identified towards one (or more) protected groups – adapt or change the policy/practice/activity		
4. Barriers identified towards one (or more) protected groups – no proportionate way to amend the policy/practice/activity so proceed with caution		

Completed by – and date	Stella Eggleston 30.10.2024
Reviewed by – and date	ET October 2024
Review Date (if applicable)	
Will this EIA be published	Completed EIAs will be appended to each policy document. Any public related policies will be uploaded to the EHA website

Action (To be completed as required)

If the Evaluation has resulted in Decision 4, complete a risk assessment and record on Operational Risk Register	Date Completed:
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Change Log

Name	Date	Version	Change
Diane Hill	When published	1	