



Repairs Policy

**Clear governance.
Strong practice.
Safe services.**



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1. Purpose

This Repairs Policy provides the governance framework for how D2 PropCo ensures safe, compliant, and high quality homes across its portfolio, and sets the standards that D2 Maintenance and other contractors must meet when delivering repairs on our behalf. Repairs activity is a core part of D2 PropCo's asset management responsibilities and a critical control within our wider compliance, safety, and risk management system.

The policy ensures that all repairs – whether responsive, planned, emergency, void, or compliance related – are delivered consistently, transparently, and in line with statutory obligations, contractual requirements, and organisational standards. It establishes how we protect residents, safeguard assets, and uphold D2 PropCo's commitment to a reliable, right first time repairs service, delivered through D2 Maintenance and approved contractors.

This Repairs Policy sets out D2 PropCo's approach to delivering safe, timely, and high quality repairs across all properties within our management. It ensures that repairs are carried out in a way that protects residents, maintains asset integrity, and complies with all legal, regulatory, and contractual requirements.

The policy supports our commitment to:

- Providing a reliable, right first time repairs service
- Ensuring resident safety and satisfaction
- Maintaining homes to a high standard
- Managing risk and preventing disrepair
- Operating transparently and consistently

2. Scope

This policy defines the full scope of repairs activity carried out across D2 PropCo's managed portfolio and sets the standards that D2 Maintenance and all approved contractors must follow when delivering works on our behalf. It applies to every element of the repairs service and covers all residential and commercial properties under D2 PropCo's management.

The scope ensures clarity of roles, responsibilities, and expectations so that repairs are delivered consistently, safely, and in accordance with statutory, contractual, and organisational requirements.



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This policy applies to:

- All D2 PropCo employees
- Contractors and subcontractors delivering repairs on our behalf
- All responsive repairs, planned maintenance, void works, and compliance related repairs
- All residential and commercial properties under D2 PropCo management

3. Governance and Assurance

Repairs activity is governed through D2 PropCo's asset management, compliance, and risk-management framework, with clear accountability for oversight, performance, and statutory compliance. D2 PropCo sets the standards, specifications, and assurance requirements for all repairs, and D2 Maintenance (along with any other approved contractors) is required to deliver works in full alignment with these expectations. Governance arrangements ensure that repairs are monitored, quality-checked, and reported through established performance, compliance, and risk processes, providing assurance to the Board that homes remain safe, well-maintained, and legally compliant.

4. Principles of Our Repairs Function

Our repairs function is built on a set of core principles that ensure repairs activity is delivered safely, consistently, and in alignment with D2 PropCo's asset management, compliance, and risk-management responsibilities. These principles guide how D2 PropCo sets standards and expectations, and how D2 Maintenance and approved contractors deliver works on our behalf. They underpin the behaviours, quality requirements, and operational practices that ensure homes remain safe, well-maintained, and legally compliant, while providing residents with a reliable and professional repairs experience. Our repairs service is built on the following principles:

4.1 Safety first

We prioritise the safety of residents, staff, and contractors in every repair. All work must comply with statutory requirements and relevant British Standards.

4.2 Right first time delivery

We aim to complete repairs correctly on the first visit wherever possible, reducing disruption and improving resident satisfaction.



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4.3 Clear communication

Residents receive clear information about appointments, timescales, access requirements, and any follow on work.

4.4 Resident centred service

We treat all residents with respect, provide flexible appointment options, and ensure vulnerable residents receive additional support where needed.

4.5 Quality and consistency

All repairs must meet D2 PropCo's standards, technical specifications, and quality assurance processes.

4.6 Continuous improvement

We use data, feedback, and inspections to improve service delivery and prevent recurring issues.

5. Categories of Repairs and Response Times

To ensure repairs are prioritised effectively and delivered in a way that protects residents, safeguards assets, and maintains statutory compliance, D2 PropCo categorises all repairs according to their urgency, risk level, and potential impact on health, safety, and property condition.

These categories establish clear response times and service expectations that D2 Maintenance and approved contractors must follow when delivering works on our behalf. By applying consistent categorisation, we ensure that emergency issues are addressed immediately, urgent matters are managed promptly, and routine repairs are scheduled efficiently, supporting a reliable, right-first-time repairs function across all properties.

D2 PropCo categorises repairs to ensure appropriate prioritisation:



**Our Purpose is Shelter.
Our Values are Strength.
Our Promise is Dignity.**

5.1 Emergency Repairs

Issues that pose an immediate risk to health, safety, or the structure of the property.

Response: Attend within 24 hours (or sooner where required).

Examples include:

- Total loss of power
- Uncontainable water leaks
- Gas leaks (reported directly to National Gas Emergency Service)
- Dangerous electrical faults
- Fire damage
- Insecure property following a break in

5.2 Urgent Repairs

Repairs that require prompt attention to prevent further deterioration or significant inconvenience.

Response: Attend within 3–5 working days.

Examples include:

- Partial loss of heating or hot water
- Blocked drains
- Minor leaks
- Faulty door or window mechanisms

5.3 Routine Repairs

Non urgent repairs that do not pose immediate risk.

Response: Attend within 20 working days.

Examples include:

- Internal door adjustments
- Minor plaster repairs
- Dripping taps
- Non hazardous flooring issues



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5.4 Planned and Preventive Maintenance

Works scheduled in advance to maintain asset condition and reduce reactive demand.

Examples include:

- Cyclical servicing (gas, electrical, fire safety, water hygiene)
- Planned component replacements
- External decorations
- Roof and gutter maintenance

6. Responsibilities

Clear responsibilities are essential to ensuring repairs are delivered safely, consistently, and in accordance with D2 PropCo's asset management, compliance, and risk-management requirements.

D2 PropCo sets the standards, specifications, and statutory obligations for all repairs activity, while D2 Maintenance and approved contractors are responsible for delivering works in line with these expectations.

Residents also play a key role in maintaining their homes, reporting issues promptly, and enabling safe access for inspections and repairs. Defining these responsibilities ensures accountability across all parties, supports effective service delivery, and helps prevent disrepair, safety risks, and avoidable deterioration of the property.

6.1 D2 PropCo Responsibilities

We are responsible for maintaining:

- Structure and exterior of buildings
- Heating and hot water systems
- Electrical installations
- Plumbing and sanitation
- Fire safety systems
- Communal areas and shared facilities
- Lifts, alarms, and mechanical systems
- CCTV systems and infrastructure



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6.2 Resident Responsibilities

Residents are responsible for:

- Reporting repairs promptly
- Allowing access for inspections and works
- Basic household maintenance (e.g., changing light bulbs where safe)
- Damage caused by misuse or neglect
- Keeping the property in a reasonable condition

Clear guidance is provided to residents at tenancy sign up and through ongoing communication.

7. Access and Appointments

Effective access and clear appointment management are essential to delivering a safe, reliable, and well-coordinated repairs function. D2 PropCo sets the standards for how access is arranged, communicated, and managed across all properties, and D2 Maintenance and approved contractors are required to follow these processes when attending homes.

Robust access arrangements ensure repairs can be completed safely and efficiently, support statutory compliance, and help prevent disrepair or risk escalation. Clear communication with residents, flexible appointment options, and structured follow-up processes underpin a professional repairs experience and ensure accountability where access is refused or missed.

We will ensure:

- Flexible appointment slots
- Text or phone reminders
- Reasonable adjustments for vulnerable residents
- Clear identification for all operatives
- Follow up communication where further work is required



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8. Quality Assurance and Inspections

Quality assurance is a core control within D2 PropCo's asset management and compliance framework, ensuring that all repairs delivered by D2 Maintenance and approved contractors meet required standards of safety, workmanship, and regulatory compliance. Inspections, performance monitoring, and customer feedback provide essential assurance that repairs are completed correctly, risks are managed effectively, and repeat issues are prevented.

Through structured quality checks, data analysis, and continuous improvement processes, D2 PropCo maintains oversight of the repairs function and ensures that homes remain safe, well-maintained, and aligned with organisational and statutory requirements.

To maintain high standards, we undertake:

- Pre and post inspections for selected repairs
- Quality checks on contractor workmanship
- Customer satisfaction surveys
- Root cause analysis of repeat repairs
- Performance monitoring against KPIs

Findings are reviewed monthly and feed into continuous improvement activity.

9. Contractor and Supply Chain Management

Effective contractor and supply chain management is essential to ensuring that all repairs delivered across D2 PropCo's managed portfolio meet required standards of safety, quality, and statutory compliance.

D2 PropCo sets the technical, operational, and behavioural expectations that D2 Maintenance and all approved contractors must follow, and maintains oversight through structured performance monitoring, audits, and quality assurance processes.

By applying clear governance arrangements, accreditation requirements, and consistent performance review mechanisms, D2 PropCo ensures that all supply chain partners operate safely, professionally, and in alignment with our organisational standards and legal obligations.

All contractors must:

- Meet D2 PropCo's technical and safety standards
- Hold appropriate qualifications and accreditations
- Follow safeguarding and professional conduct requirements



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- Comply with our Quality Management Policy and Health & Safety Policy
- Participate in audits and performance reviews

We maintain a preferred contractor list and monitor performance through KPIs, inspections, and resident feedback.

10. Health, Safety, and Compliance

Health, safety, and statutory compliance are fundamental obligations within D2 PropCo's asset management and risk-control framework. All repairs delivered by D2 Maintenance and approved contractors must meet the legal, regulatory, and technical standards that ensure homes remain safe, habitable, and free from avoidable harm.

D2 PropCo sets the compliance requirements, safe systems of work, and operational controls that govern how repairs are carried out, and maintains oversight through inspections, certifications, and performance monitoring.

By embedding robust health and safety expectations into every stage of the repairs function, we protect residents, safeguard operatives, and ensure full alignment with statutory duties and organisational standards.

All repairs must comply with:

- Health and Safety at Work Act
- Gas Safety (Installation and Use) Regulations
- Electrical Safety Standards
- Fire Safety legislation
- Water hygiene regulations
- Asbestos regulations
- CDM Regulations (where applicable)
- Relevant British Standards and manufacturer guidance

Operatives must use appropriate PPE, follow safe systems of work, and report any hazards or safeguarding concerns immediately.



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11. Complaints and Feedback

Complaints and feedback form an essential part of D2 PropCo's assurance and continuous improvement framework, providing insight into service quality, resident experience, and areas where the repairs function can be strengthened.

D2 PropCo is responsible for ensuring that all concerns raised about repairs delivered by D2 Maintenance or approved contractors are handled promptly, fairly, and transparently, in line with our organisational standards and statutory obligations.

By capturing, investigating, and learning from complaints and post-repair feedback, we maintain accountability, drive service improvement, and ensure that residents' voices directly inform how we manage and oversee the repairs function.

We welcome feedback and use it to improve services. Residents can raise concerns through:

- Our complaints process
- Post repair surveys
- Direct contact with our customer service team

All complaints are investigated promptly, with learning actions recorded and reviewed.

12. Policy Approval & Version Control

Policy Owner:	Operations Director
Approval:	Senior Management Team
Date:	26/08/2026
Tier:	2 – Operational Policy
Linked Policy Pillars (Tier 1):	Safeguarding HR Governance Whistleblowing Health & Safety Risk Management Data Protection Equality, Diversity & Inclusion
Review Cycle:	Annual

Lets Talk

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