

Maintenance and Repairs Policy

Propertyline (includes Propertyline Letting Ltd and its subsidiaries)

1. Purpose

The purpose of this policy is to outline the procedures for reporting, responding to, and managing property maintenance and repairs in a timely, efficient, and legally compliant manner. This policy is intended to protect the health, safety, and comfort of tenants, while ensuring that landlords' assets are maintained to a high standard.

2. Scope

This policy applies to all residential properties managed by the agency on behalf of landlords. It covers all employees, contractors, and third parties involved in the coordination or execution of maintenance and repair work.

3. Legal and Regulatory Compliance

The agency complies with all relevant legislation, including but not limited to:

- **The Landlord and Tenant Act 1985**
 - **The Housing Health and Safety Rating System (HHSRS)**
 - **The Homes (Fitness for Human Habitation) Act 2018**
 - **Gas Safety (Installation and Use) Regulations 1998**
 - **Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020**
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4. Responsibilities

Landlords are responsible for:

- Structural repairs (e.g. roof, walls, foundations)
- Heating and hot water systems
- Plumbing and sanitary installations
- Electrical wiring and fixed appliances
- Gas appliances and pipework



- Ensuring the property complies with safety regulations (e.g. EICR, Gas Safety Certificate, smoke/CO alarms)

Tenants are responsible for:

- Keeping the property in a reasonable condition
- Reporting issues promptly
- Changing light bulbs, fuses, and batteries in smoke/CO detectors (unless hardwired)
- Taking care of the garden (unless otherwise stated in the tenancy)
- Avoiding damage through negligence or misuse

5. Reporting Maintenance Issues

- Tenants should report maintenance issues as soon as they are identified via:
 - The online maintenance reporting system
 - Email or phone (during office hours)
- For **emergencies** (e.g. major water leaks, total loss of heating in winter), tenants must call the office or out-of-hours number immediately.

6. Response Times

The agency prioritises repairs based on urgency:

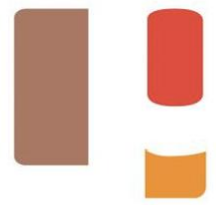
Category	Example	Target Response Time
Emergency	Gas leak, major water leak, no heating (winter)	Within 24 hours
Urgent	Faulty boiler (non-winter), broken lock, leak	Within 48–72 hours
Routine	Dripping tap, minor door/fixture issues	Within 7–14 days
Planned Works	Property upgrades, redecoration	Scheduled as agreed

Note: Response times may vary based on contractor availability and access arrangements.

7. Contractor Management

- The agency uses approved and insured contractors.
- Work orders are issued with clear scope and timeframes.
- Tenant access is arranged with prior notice (at least 24 hours).
- Completed work is inspected or verified before closing the job.

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8. Out-of-Hours Emergencies

For properties under **fully managed service**, tenants are provided with an emergency contact number. In genuine emergencies, immediate temporary repairs will be arranged to make the property safe or prevent further damage.

9. Rechargeable Repairs

Repairs may be **recharged to the tenant** in cases of:

- Tenant negligence or misuse
- Missed appointments without notice
- Unauthorised repairs
- Damage caused by guests or pets

Costs will be itemised and deducted from the deposit or invoiced directly.

10. Planned and Preventative Maintenance

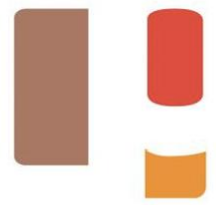
Where applicable, the agency will coordinate annual servicing and safety checks, including:

- Gas safety checks
- Electrical inspections (EICR)
- Boiler servicing
- PAT testing (for furnished properties)
- Smoke/CO alarm checks

Landlords are encouraged to approve and invest in preventative maintenance to reduce long-term costs and issues.

11. Record Keeping

All maintenance reports, work orders, contractor invoices, safety certificates, and tenant communications are recorded and retained for a minimum of **6 years**, in accordance with our **Document Retention Policy**.



12. Policy Review

This policy is reviewed annually, or sooner if legislative or procedural changes occur.

Approved by: Mohammed Younis

Position: Director

Date of Approval: 1st October 2024

Next Review Date: 30th September 2025
