

1. Decent Homes & Planned Maintenance Policy

2. Reference Number 3.1.11

3. Statement of intent including cross-reference to bdht's Corporate and Directorate objectives

- 3.1 bdht intends that it has planned improvements and maintenance service is implemented to ensure its properties meet the Government's Decent Homes Standard as a minimum standard. This will assist the Trust in meeting its Corporate Theme "To maintain status as a top 10 percentile organisation driving performance to achieve 95% customer satisfaction.
- 3.2 bdht commits to implement continuous improvements within the service in order to deliver and to maintain an efficient and effective high-quality service.

4. Legal and Regulatory Requirements

- Landlord and Tenant Act 1987
- Housing Act 1988 & 2004
- Government's Decent Homes Standards
- Defective Premises Act 1972
- Gas Safety (Installation and Use) Regulations 1998 (amended 2018)
- Health and Safety at Work Act 1974
- Regulatory Reform (Fire Safety) Order 2005
- Building Regulations 2020 (amended 2021)
- CDM Regulations 2015
- Control of Asbestos Regulations 2012
- Equality Act 2010
- Procurement Act 2023
- Homes (Fitness for Human Habitation) Act 2018
- Fire Safety Act 2021
- Building Safety Act 2022.
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

Social Housing Regulation Act 2023

The Regulator of Social Housing (RSH) inspects Social Housing providers in relation to the consumer standards. The three relevant standards to this policy are:

- **Safety and Quality Standard:**

Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants.

Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.

When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

Registered providers must provide an effective, efficient, and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.

- **Tenant Involvement:** Engage tenants in service design and feedback.

5. Policy Statement

- 5.1 We will ensure that our homes are of good quality, well-maintained, accessible, and safe. We will make them as energy-efficient and affordable as possible. Repairs will be carried out promptly, with the aim of fixing issues on the first visit, and improvements will be made when required. We will regularly inspect homes to maintain safety and security.
- 5.2 bdht is committed to the provision of a high-quality service that achieves the promises made to its customers, properly discharges its legal and regulatory obligations and protects the value of its housing stock.
- 5.3 bdht will set performance standards for the management of the service, including potential decent homes failures, tenant satisfaction measures and SAP ratings and will monitor its performance against them.
- 5.4 bdht will have regard to the impact of its planned improvements and maintenance service on the environment by embracing the principle of sustainability and

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wherever possible using environmentally friendly materials and methods.

- 5.5 bdht will implement detailed procedures that will be consistent with any legal requirements; facilitate effective communication between all parties; and that aim to ensure that the decent homes standards are achieved.
- 5.6 bdht will implement a code of conduct for the service and will ensure that all its staff and contractors abide by this in order to secure high levels of customer satisfaction.
- 5.7 bdht will endeavour to adjust our service/ processes to meet the needs of that individual based on the information we have. For more information, please refer to our Customer Care and Access to Services Policy
- 5.8 bdht will support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate
- 5.9 Customers and prospective customers are welcome to bring advocates, representatives, or support workers along to any interactions they have with bdht.

6. Decent Homes & Decent Homes Plus

- 6.1 bdht will continue to ensure that all its properties achieve decent homes standards.
- 6.2 It is the policy of bdht to operate a “bdht Decent Home Plus” standard. Recognising that the basic Decent Home Standard may not fully meet residents’ aspirations, bdht have, in consultation with residents and other stakeholders, developed the Decent Homes ‘Plus’ Standard which exceeds the Government’s minimum standards that include environmental work to estates, security improvements and or adaptations for disability and thermal insulation works to reduce fuel poverty throughout the District.
- 6.3 bdht’s Decent Homes ‘Plus’ Standard takes into account resident feedback and expectations and set standards accordingly, for example:

Windows	Double Glazing, except where planning restraints exist, for example Conservation Areas or Listed Buildings
Doors	Energy efficient doors, draught proof and meet PAS 24 standard to ensure homes are secure and safe.
Kitchens	Modern kitchen layout with choice of design and colours. Plumbing for dishwasher, tumble dryer vents, if required.
Bathroom	Modern bathroom, with adequate bathing facilities.
Insulation	Loft insulation will conform to PAS 2030/35 standards for thermal efficiency of properties.
Electric system	Minimum of 2 sockets per habitable room.

Heating	Full heating systems with energy efficient A rated condensing boiler where possible dependant on utility infrastructure.
Communal Lighting	Adequate energy efficient lighting in all communal areas.
Communications	Provide digital aerial for aerial and satellite dish in those areas where a communal TV network needs to be mounted.

7. Planned Maintenance

7.1 bdht recognises that it is essential that its properties are maintained and where necessary, improved, to maximise their future viability. It will therefore formulate and implement an effective planned maintenance and improvements programme.

7.2 bdht will implement detailed specifications for planned improvements and maintenance works to ensure a consistent approach and quality to achieving decent homes.

7.3 bdht recognises that residents can under the Decent Home Guidance, refuse some planned works. If planned works or repair works are deemed to be a health & safety requirement such upgrades or repairs relating to:

- Gas
- Electrical
- The structural integrity of the property
- Essential repairs
- Any other health & safety matters

Then bdht will follow the no access procedure and advise the resident that bdht may obtain a court order to gain entry to carry out the essential works if they continue to refuse bdht access.

7.4 If a resident refuses any non-essential planned works, bdht will

- Contact the resident each year to assess condition and offer to add back into a Planned Programme.
- Continue to repair the component
- If the component becomes non-repairable and works are then deemed essential the non- access process will be followed.

7.5 If planned works or repair works are cancelled, then bdht will notify the customer through their preferred method of contact.

7.6 bdht will obtain quality assurance through

- In progress checks
- Post inspections
- Certification checks

7.7 If a resident requires decanting or other temporary accommodation to allow essential planned or repairs works to be undertaken due to vulnerability or for health and safety reasons, bdht will follow the Decant Policy and Procedure.

7.8 **Planned Works Timelines** - The policy sets out the target timescales for the completion of all planned works,

Element Replacement	Target Timescale
Bathroom	8 working days
Kitchen	12 working days
Boiler	2 working days

In some circumstances timescales may vary depending on the type and complexity of the work but will be communicated to customers before commencement. Progress will be monitored throughout delivery to ensure adherence to agreed timelines, and any delays will be promptly communicated with revised completion dates.

7.9 **Facilities During Works** - The policy will specify the minimum facilities that must remain available during planned works. Essential amenities include:

- Cooking facilities – Residents should retain access to a cooking facility and a working sink.
- Bathroom facilities – At least one operational bathroom must remain available at all times, this includes a working toilet and bathing facility (which can include a working sink).
- Safe living spaces – Areas free from hazards should be maintained for residents to occupy safely during works.

Where the above facilities cannot be maintained, appropriate temporary solutions maybe provided or in some extenuating circumstances alternative accommodation will be sort via the decant policy.

7.10 **Communication and Support** - Residents will receive clear information about the scope of works, expected timelines, and any temporary arrangements before works begin. A dedicated contact point will be available for residents to raise concerns or request additional support during the works period.

8 Stock condition Surveys

8.1 The organisation is committed to maintaining safe, good-quality homes that meet the Decent Homes Standard and other statutory requirements. To

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- achieve this, we will maintain an accurate, up-to-date understanding of the condition of all properties within our housing stock.
- 8.2 We will operate a rolling stock condition survey programme, ensuring that every home is surveyed at least once within a five-year cycle. Surveys will be carried out by appropriately qualified and accredited surveyors, following recognised industry standards and best practice.
- 8.3 The data collected will be comprehensive, reliable, and recorded in our asset management system, forming the basis for:
- Strategic investment planning
 - Compliance with the Decent Homes Standard
 - Identification and rectification of health and safety hazards
 - Delivery of cost-effective planned maintenance programmes
- 8.4 This approach supports compliance with the RSH Safety and Quality Standard, which requires landlords to have an accurate, evidenced understanding of stock condition. It also underpins good governance, financial viability, and value for money by enabling proactive investment decisions rather than reactive repairs.
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- 8.6 Where we have difficulty accessing properties then the no access procedure will be followed to ensure properties are assessed in line with the 5 yearly cycle.

9 Summary of Service Standards

- 9.1 Service Standards will be published in leaflet form to give easy-to-read information to tenants.

10 Priorities

- 10.1 It is essential for the effectiveness of this policy, that all stages of this policy are given equal priority

11 Policy Implementation

11.1 Procedures

- 11.2 The implementation of this policy will be detailed in the following procedures:

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- Cyclical Maintenance Services Procedure
- Repairs Procedures
- Code of Conduct

11.3 Training

11.4 bdht will train staff to ensure that the service is delivered efficiently and effectively. bdht will ensure that staff members are aware of the implications of all relevant legislation and regulatory guidance.

11.5 Monitoring of the Policy

11.6 bdht will establish systems to monitor the management of the planned works service to identify compliance with, and the need for change and development of the policy and procedures.

12. Links to associated external Documents

12.1 This Policy is linked to the following external documents:

- Lifetime Homes Guidance
- Building Regulations
- Government's Decent Homes Standard
- RSH Standards

13. Link to associated internal Documents

13.1 This Policy is linked to the following internal documents:

- Service Standards
- Repairs Handbook
- Service Procedures

14. Customer Engagement

14.1 The read and review panel, reviewed this version of the policy.

15. Board/EMT Approval was gained

15.1 EMT approved this Policy on 22nd January 2026

16. Review Date

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- 16.1 All Group policies are subject to review on a three-year rolling programme. This policy shall next be reviewed in January 2029. A policy may be reviewed earlier in the event of changes to the Business Plan, customer feedback, legislation, regulatory guidance, internal and external audit, risk assessment and current best practice.

17. Responsibility for implementing the policy

- 17.1 Overall responsibility for the Decent Homes and Planned Investment Policy lies with the Director of Asset Management & Development

18. Date issued

- March 2006
- Reviewed August 2016
- Reviewed July 2021
- Reviewed January 2026

19. Equality Policy Statement

- 19.1 At bdht, we are proud to serve and work within a diverse society. We recognise that some individuals and communities face systemic barriers, disadvantage, and discrimination, including those related to socio-economic background, caring responsibilities, and the impact of intersectionality.
- 19.2 We believe that discrimination in any form is unacceptable. In all our areas of work we are committed to ensuring that our policies, practices, and services promote fairness, equity, and respect for all. *We aim to **reduce inequalities**, **promote respect**, and **create an equitable culture within our organisation**.*
- 19.3 bdht fully complies with the Equality Act 2010 and all relevant statutory and regulatory guidance, including that issued by the Regulator of Social Housing, Homes England, the Government Equalities Office, and our funding partners.
- 19.4 We believe that equality of opportunity is fundamental to delivering excellent services and building vibrant communities together. Our commitment is underpinned by clear policies, regular monitoring, and continuous review, all of which are actively supported by our Board and Teams.

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