

Responsive Repairs Policy

1. Introduction

- 1.1 This policy sets out our approach to responsive repairs within our resident's homes and communal areas, rechargeable repairs, and the right to repair.
- 1.2 Having well maintained homes that meet the diverse needs of our residents enables us to deliver our mission and vision. Our residents highly value the delivery of our repairs and maintenance service; for many it's the main service we provide and the main face-to-face contact with us that they experience.
- 1.3 We are committed to responding promptly and courteously to all expressions of dissatisfaction and delivering a high standard of service.
- 1.4 We make sure our repairs and maintenance service meets all legal and regulatory requirements.
- 1.5 This policy has links to some of our other policies, and we've thought about these links when reviewing the policy. This includes:
 - Damp, Mould and Condensation
 - Pest Control
 - Section 20
 - Equality, Diversity and Inclusion
 - Reasonable Adjustments
 - Complaints
 - Compensation and Remedies

2. Scope

- 2.1 This policy applies to Peabody Trust and all subsidiaries (the Group). It does not apply to Town and Country Housing Association Limited.
- 2.2 The policy applies to all homes and communal areas where we have a responsibility for repairs under statute, regulation, or contractual obligation e.g., our tenancy and lease agreements. If there is any variance between this policy and individual leases or tenancy agreements, then the lease or tenancy agreement will take precedence.
- 2.3 This policy applies to all colleagues, contractors and service providers acting on our behalf.
- 2.4 This policy aims to set out the principles of our repairs service for our colleagues and residents; enabling us to provide a seamless, high-quality and resident-focused repairs service for all. We aim to provide a good and reliable service to all our residents and to treat all feedback as a learning opportunity to improve services.

3. Key terms and definitions

- 3.1 A **responsive repair** is a maintenance activity where we restore something damaged, faulty, or worn to a good condition in response to a report. This type of repair is also known as reactive, routine or day to day repairs.

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- 3.2 **Planned maintenance** is a maintenance activity that has been planned, normally as part of an annual programme to maintain the structure or safety of a building and/or to replace a major component such as a kitchen, bathroom, or roof.
- 3.3 We define a **rechargeable repair** as any work order that responds to either a threat to life, limb or property and is identified as a resident's responsibility as a direct result of wilful damage, neglect or vandalism by a member of the household, or a visitor of the resident.
- 3.4 We define a **service provider** as those who carry out repairs on our behalf.
- 3.5 The **right to repair** scheme gives residents the right to claim compensation if certain small urgent or emergency repairs (referred to as "qualifying repairs") costing less than £250 that could jeopardise their health, safety or security, are not carried out within prescribed time limits.

4. Our approach

4.1 We apply the following principles in our approach to responsive repairs:

- We make sure our residents' homes are safe.
- We respect our residents' homes and leave them in good condition.
- We provide value for money.
- We listen to our residents and use the feedback we receive to continually review and improve the service.
- We use the information we gather from repairs to help inform our investment decisions, e.g., in our planned maintenance programmes.
- Our responsive repairs service follows statute, regulation, and contractual obligations.
- We provide several channels to help residents to easily report repairs, including an out of hours service where our residents can report emergency repairs.

4.2 Repair responsibilities:

- We have a general responsibility to repair and maintain common areas where we are freeholder.
- We have an additional general responsibility to maintain and repair tenants' homes. Tenants have a general responsibility to look after their home, report repairs and give us access to undertake them. Our tenancy agreements indicate landlord and tenant repairs and maintenance responsibilities.
- Leaseholders are normally responsible for all repairs within their home and we, as the landlord, are normally responsible for communal areas and repairs resulting from our action or inaction. However, leases may set out different responsibilities and we always follow the lease in deciding the responsibilities of leaseholders and the landlord (us).
- Utility suppliers are normally responsible for all repairs up to and including the relevant meter, e.g., gas, electric and water.

For a more detailed guide of repair responsibilities please see the document attached to the intranet titled 'Responsive Repairs Responsibilities Guide'.

[Reporting a repair](#)

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- 4.3 We ask that tenant's notify us of any repair that is our responsibility within their home and agree a timeslot with us to carry out the repair. Although we check the need for repairs to communal areas through regular inspections, we ask tenants to notify us when they notice the need for works in these areas.
- 4.4 We provide several ways for residents to report repairs including via our website (web form), via our Self-serve portal (accessible from our website) or by calling our Customer Hub.
- 4.5 We recognise that it will be more difficult for residents with specific communication needs to access our information surrounding repairs and to report repairs. Therefore, we ensure that our communications are accessible to all.

Repair timescales

- 4.6 We will respond differently depending on the urgency of the repair. Our response times fall in the following categories:

Type of repair	Description	Timescale aims
Next available	A non-urgent repair required to rectify a fault; works are to be scheduled to the next available resource.	To be completed within 28 calendar days (average target of 10 working days)
Programmed repair	Works that require additional time due to manufacture, complexity, or specialist trade. Examples include window replacements, roofing works with scaffolding, damp works, kitchen, and bathroom replacements.	To be completed within 60 calendar days (average target of 33 days)
Recalls	Works that have failed to pass a quality inspection or where the Resident has confirmed that works have not been completed, the Contractor must return to correct the defect.	To be completed within 5 calendar days
Emergency (within normal working hours)	These are repairs that need a rapid response to safeguard the wellbeing of residents, the structural stability and integrity of properties and/or the health and safety of people using the affected area.	To be attended and completed within 4 hours (This may be as a temporary repair in certain circumstances)
	Emergency where there is a high risk or vulnerability particularly in relation to care schemes, and sheltered and supported housing	To be attended within 2 hours
Emergency (out of normal working hours)	We operate an out of hours service outside of office hours, where residents can report emergency repairs.	To be attended within 4 hours and made safe within 24 hours
Specialist works	Works that fall outside the time frame of a Responsive Repair, are complex in nature therefore require either a specialist contractor and/or a technical lead in diagnosing and managing the works through to completion.	To be completed within 60 calendar days (average target of 33 days)

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Appointment slots

4.7 We aim to make sure that our appointment slots are convenient for residents (where possible). Our service providers provide the following appointment times for residents:

- Morning (AM) between the hours of 8am and 1pm
- Afternoon (PM) between the hours of 1pm to 5pm
- Evening between the hours of 5pm to 8pm
- Saturday between the hours of 8am to 1pm
- First Appointment - 8am (first job of the day) within the AM timeslot.
- School run Appointments between the hours of 10am and 2pm on weekdays

4.8 We agree times that fit with the resident's commitments and lifestyle. Should changes to the appointment be necessary, we inform residents as soon as possible.

What you can expect

4.9 We give reasonable notice if we need to get into your home to inspect it or to carry out work to your home or a neighbouring property.

4.10 We require our service providers to behave appropriately while in the resident's home, showing respect for both the resident and their belongings. Service providers are also required to leave the site of repair in a tidy, safe and secure manner.

4.11 We ask that residents remove, and put back (after works are complete), all personal belongings or fittings which would get in the way or hinder works being carried out. This includes laminated flooring or carpets if owned by the resident. We can help with the movement of personal belongings and furniture if needed, but are not liable for any damage or issues that may arise from this.

4.12 There may be a rare scenario where we have to force entry into your home to carry out an emergency repair, or inspection. This will only be done when we have made extensive efforts to make contact, and the problem is creating serious damage and/or a dangerous risk to health/life. In these instances, we provide at least 24 hours' notice, make your home secure immediately, and arrange to repair any damage caused by entering your home in such a way.

Communal Areas

4.13 We make sure our communal areas are safe and secure for *residents*, and repairs follow the priorities and timescales set out within section 4.6 of this policy.

4.14 Where a communal repair exceeds £250 per home, we will follow a section 20 process as set out in the Landlord and Tenant Act 1985. In emergencies, we will carry out the repair(s) as soon as possible and apply to the First Tier Tribunal afterwards.

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Rechargeable repairs

- 4.15 The decision to recharge a resident is at our own discretion. We will take a case-by-case and fair approach when deciding to recharge a resident, considering any representations made and the costs that may arise from pursuing a recharge. Where damage is not deliberate, it is in our interests to carry out repairs without expending resources on recovering recharges. We will always try to find a positive solution, which does not add unnecessary debt to our residents.

Right to Repair

- 4.16 We give the right to repair, in line with the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994, to all our tenants.

5. Equality, Diversity and Inclusion

- 5.1 Our Responsive Repairs Policy is key to delivering our commitment to equality, diversity and inclusion. Our service respects, is aware of, and is sensitive to, the diversity of our residents.
- 5.2 We may consider carrying out some repairs as a higher priority where the resident or someone in their household is known to us as vulnerable or needing assistance. Therefore, emergency repairs in care, supported and specialist housing are given the highest priority timescales.
- 5.3 All requests from residents to accommodate their needs are considered and acted on, where possible, in accordance with our Reasonable Adjustments Policy and the Equality Act 2010. You can request a reasonable adjustment from us through the officer you are engaging with, or by contacting our Customer Hub. Examples of the support we can provide include providing information in alternative formats and adapting our communication method.
- 5.4 This policy aligns with our wider Equality Diversity and Inclusion Strategy by supporting the vulnerable, creating places where people want to live and building resilience in people and communities. The ongoing monitoring of residents' protected characteristics will be conducted to identify any adverse impact and future actions.

6. Legislation and Regulation

- Occupiers Liability Act 1957
- Defective Premises Act 1972
- Housing Act 1985, 1988, 1996 and 2004
- Landlord & Tenant Act 1985 (Section 11)
- Environmental Protection Act 1990
- Electrical Equipment (Safety) Regulations 1994
- Gas Safety (Installations and Use) Regulations 1998
- Decent Homes Standard 2006
- Regulator of Social Housing's regulatory framework, 2015
- Homes (Fitness for Human Habitation) Act 2018
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022

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- Building Safety Act 2022
- Equality Act 2010
- Pre-Action Protocol for Housing Condition Claims (England)
- Any other relevant legislation in which we are legally bound to comply with when providing a repair service.

7. Responsibilities

7.1 The Director of Repairs has overall accountability for this policy and its implementation.

7.2 The Head of Responsive Repairs is also responsible for the implementation of this policy, working with counterparts who deliver services to our residents.

Approval

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Policy owner	Director of Repairs