



simply
affordable
homes

Response Repairs Policy

Company No: 11567414
Registered Provider No: 5094
Version 2.1 – February 2025

Simply Affordable Homes RP (SAH) Limited**RESPONSIVE REPAIRS POLICY****1. Introduction**

- 1.1. At SAH, we want our customers to feel happy and safe in their homes. We are committed to maintaining good quality homes, meeting regulatory standards and providing a simple, cost-effective and reliable repairs and maintenance service.
- 1.2. SAH is responsible for carrying out the majority of repairs to the structure of the property, kitchens, bathrooms and communal areas. These are defined as a 'responsive repairs' and fall under the following categories:

Emergency repairs: This would include any fault which causes immediate risk to the health, safety and security of our customers and/or visitors to the property, or to the property's structure or fixtures. These will be made safe as quickly as possible, but always within 24-hours.

Routine repairs: This is day-to day maintenance work carried out generally in response to either a request from a customer, or other interested party, and is not considered to cause an immediate risk.
- 1.3. Customers can report a repair through various methods, including online, by phone or text, email or by letter. For emergency repairs we will operate an 'out of hours' service, allowing emergency repairs to be reported 24 hours a day.
- 1.4. Customers should tell us as soon as they are aware of any repairs that need doing to their home or the communal areas for which we are responsible.
- 1.5. We recognise some repair issues have a potentially adverse impact on a customer with a medical vulnerability, or condition. In these situations, we will investigate the matter promptly and work in partnership with our property managers/contractors and in liaison with the customer to resolve the matter. In all instances the customer's welfare, health and safety will be our primary concern.
- 1.6. In extreme unexpected or unavoidable circumstances where works are unable to take place, some or all jobs may be put on hold until further notice. Senior Managers will define the procedure for returning these works to the usual streams in line with corporate priorities.
- 1.7. This policy relates to all SAH owned or managed homes, and communal areas, and any freehold buildings managed by SAH that are occupied by Shared Owners or Leaseholders. It specifically addresses responsive repairs. Our approach to asset

management, estate management, ground maintenance and mutual exchanges can be found in our separate policies.

- 1.8. We have developed a separate policy for damp, mould and condensation. This puts emphasis on our commitment to investigating and remediating dangerous hazards within designated timeframes.
- 1.9. It is designed to be read in conjunction with individual tenancy and leasehold agreements, and these will take precedence over this policy.

2. Our approach

Emergency repairs

- 2.1. We will aim to attend the property to make it safe within four hours of the reporting of the emergency repair, but always within 24 hours.
- 2.2. If further repairs are needed following making safe, we may need to inspect the repair before arranging the works due to the complexity, and/or other repairs may be needed to complete the job. If this is the case, we will arrange more appointments with the customer as soon as possible and, where possible, at a time to suit them. However, in all cases, our aim is to complete the repair 'right first time', without the need for multiple appointments.
- 2.3. In exceptional circumstances, such as during a period of sustained adverse weather, we may need to lengthen or suspend the timescales for repairs. We will notify our customers if this is the case.

Routine repairs

- 2.4. We aim to complete all routine repairs with 28 calendar days of when the repair is reported. If an inspection is required and/or a follow up visit by the same or another trade, we still aim to complete the repair within 28 calendar days from when it is first reported.
- 2.5. We will arrange an appointment as soon as possible, and at a time that is convenient for the customer and us. We offer a range of appointments to meet and this. If available appointment times differ due to the location of the home, we will advise the customer of this when booking.
- 2.6. When a routine repair is booked, we will confirm the time and date of the appointment in writing via the customers' preferred communication style. If the customer prefers a phone call, we will also follow this up in writing via email or text message.

- 2.7. Some repairs may affect the decoration of the property. If this happens, we will ‘make good’ of the area. If the customer prefers to re-decorate themselves, we may offer a decoration voucher or payment contribution.
- 2.8. We aren’t able to ‘make good’ if the customer has covered access panels, hatches, ducts or ducting with wallpaper, tiles, carpet, wood, laminate, or other finishes. In circumstances where we won’t be able to make good, we will tell the customer before we start the work.
- 2.9. If we accidentally damage the customer’s home while carrying out a repair, they can apply for compensation. We will handle this in line with our Compensation Policy.
- 2.10. We may recover costs from the customer to pay for repairs they are responsible for or as a result of, but not limited to, negligence or deliberate damage. Legal action will be a last resort, however, if the situation warrants further action we will pursue this approach.

Missed appointments

- 2.11. It is the customer’s responsibility to provide access to carry out a pre-arranged/appointed repair and/or inspection.
- 2.12. If the customer isn’t at home when we attend the appointment, we’ll try to reach them by phone. This includes our contractors and any sub-contractors.
- 2.13. We will try to reach the customer by using alternative numbers on their records. We will only contact a third party if we have the customers permission to speak to someone other than them.
- 2.14. If we are unable to reach the customer, we will leave a card asking them to contact us or the contractor/ subcontractor. If we don’t hear from within seven days, we will cancel the repair.
- 2.15. In an emergency, where there is a health and safety issue, or there’s likely to be considerable damage to the property, or neighbour’s property, we will gain access in line with the law.

Right to Repair

- 2.16. If the customer is a secure tenant, they have the legal right to repair under the Right to Repair Regulations 1994.
- 2.17. If the customer is an assured tenant, they may have a contractual right to repair; they will need to check the terms of their tenancy agreement.

- 2.18. The right to repair gives the customer the right to compensation, and in some cases the right to carry out certain qualifying repairs which are our responsibility, where we have failed to carry out our obligations.
- 2.19. This right may only be exercised in accordance with procedures laid down by us – which includes the repair being reported to us in the first instance and us failing to complete the repair within a reasonable timescale. We will refund the customer the agreed cost of any repairs carried out in accordance with these procedures.

Shared owners and leaseholder works

- 2.20. Alongside work under Section 20 of the Landlord and Tenant Act 1985, we will also offer leaseholders the opportunity to take part in servicing, repair and maintenance work on a chargeable basis.
- 2.21. We will offer advice on products and specification, where relevant, and carry out a post completion inspection to ensure all completed works are to the same high standard we would expect from our own contractors.

Insurance-related works

- 2.22. Some repair costs may be claimed under the landlord's insurance policy (excess permitting) and claims will be submitted as appropriate. Where an insurance claim is likely, we will ensure that a crime reference number is obtained from the police where appropriate.
- 2.23. Except in the case of an emergency, or where serious inconvenience is being caused, it is likely we will not order works where an insurance claim will be made, until verbal, or written authorisation has been obtained from our insurers.

3. Review

Quality monitoring, feedback and reporting

- 3.1. We routinely inspect/test a sample of completed responsive repairs at random and we also aim to inspect 100% of completed cyclical, planned and major works programmes. This may be a home visit, a phone call or involve studying photos taken.
- 3.2. We will maintain adequate record-keeping throughout the repair work, including any access attempts to property.
- 3.3. We will take make proactive contact with residents where we have not been able to access a property to try and gain access and understand any wider issues that may be taking place.

- 3.4. We will undertake a program of post works completion customer satisfaction surveys, to obtain direct feedback from our customers following the completion of repairs and/or works.
- 3.5. We will regularly seek and review feedback, and engage/consult our customers about the services we offer via various other methods and forums - which will also be used to help us to improve our standards, services and general offering.
- 3.6. We will undertake an annual program of customer satisfaction surveys, in line with the Tenant Satisfaction Measures (TSM) and review all relevant customer complaints to identify any potential trends in service failures.
- 3.7. All of the above will help us continue to identify any opportunities to improve the services we provide - In addition, to ensuring we are getting value for money from our property managers and contractors.
- 3.8. We hold regular meetings with our property managers/key contractors to discuss performance in general and against KPI's (key performance indicators), and operational performance summary reports are also produced and issued to senior management and our Board, on an at least quarterly basis.

4. Key Legislation (but not limited to)

- The Housing Act 1985
- The Housing Act 2004
- Defective Premises Act 1972
- Homes (Fitness for Human Habitation) Act 2018
- Data Protection Act 2018
- Equality Act 1010
- Commonhold and Leasehold Reform Act 2002
- Management of Health and Safety at Work Regulations 1999
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Landlord and Tenant Act 1985
- Building Regulations Act 1984
- Health and Safety at work Act 1974
- Data Protection Act 1018
- Building Safety Act 2022
- The Social Housing (Regulation) Act 2023

5. Policy review

- 5.1. We will review this policy within 12 months (by the end of July 2025) to reflect any learning during our first year; and then generally every two years to address customer feedback, legislative, regulatory, best practice or operational issues; unless otherwise needed.

Appendix 1 – Repair responsibilities and standards

Customers are responsible for minor running repairs and the replacement of minor items in relation to the property. Customers should always check their tenancy agreement in the first instance.

Customer responsibilities *(this list is not exhaustive and may include):*

- Repairing damage caused by the customer, members of their household or visitors, including broken glass
- Replacing locks and lost keys
- Replacing doorknobs, letter boxes etc
- Replacing broken toilet seats
- Unblock sinks, baths and toilets
- Replacing sink and bath plugs and chains
- Replacing electrical plugs and fuses
- Replacing light bulbs and fluorescent strips (except in shared areas like stairwells in blocks of flats)
- Filling minor cracks in plaster
- Repairing paths in back gardens, excluding access paths that are our responsibility
- Repairing existing fences which are shared with neighbours*
- Replacing shared fences with an appropriate alternative when they cannot be repaired*
- Testing smoke alarms in line with manufacturers' instructions, and replacing their batteries when needed
- Replacing clothes lines (unless they are shared)
- Repairing items, the customer has installed themselves
- Repairing customer own electrical appliances
- Telephone points or individual TV aerials – (repairs to communal aerial connection points should be reported to us)
- Internal doors, handles, hinges, cupboard catches
- Trimming and/or re-hanging doors when the customer has fitted new carpets
- Minor fixtures such as coat hooks, curtains, curtain rails, shower heads and hoses
- Repairs to the customers own cooker, fridge and other white goods (including those that we have gifted to the customer)
- Floor coverings (unless we have provided them, or those in communal areas)
- Fixtures or fittings provided by the customer, including additional security measures, alterations
- Maintaining the home in a good decorative order and not allowing it to fall into disrepair by deliberate damage or neglect
- Taking reasonable care of all specialist adaptation equipment

*Fences between neighbours who are both our customers are the responsibility of those customers. If a fence is between our customer and an owner occupier or private tenant, we will need to check the property deeds to see whose responsibility it is.

Contents insurance

The customer is responsible for insuring the contents of their home and garden.

Our responsibilities

We must keep the structure and outside of the customers home in a reasonable state of repair and in proper working order. This includes:

- Drains, gutters, outside pipes and the roof.
- Outside walls, outside doors, windowsills, window catches, sash cords and window frames, including any painting and decorating needed outside.
- Inside walls, floors, ceilings, doorframes, but not painting and decorating inside apart from the communal spaces inside a block.
- Chimneys, chimney stacks and flues.
- Front & rear paths, steps or other access points that are our responsibility.
- Brick-built garages and stores that are part of the property (but not sheds in most cases).
- Boundary walls and fences, but not those the customer shares with neighbours.

We will also maintain any installations we have provided for supplying water, gas, or electricity, and for heating, hot water and sanitation. This includes:

- Basins, sinks, baths, toilets, flushing systems and waste pipes, but not plugs, chains or toilet seats.
- Electric wiring, including sockets and switches.
- Central-heating systems, gas and water pipes, water heaters, showers and storage heaters, ventilation fans & ducts, fireplaces and fires we have fitted.

We will take reasonable care to keep shared entrances, hallways, stairways, lifts, passageways, rubbish chutes and other shared areas which are our responsibility, in reasonable repair.

Buildings insurance

We are responsible for insuring the structure of the customers home (excluding any fixtures and fittings) and any shared areas, furniture and laundry equipment we are responsible for.

Repairs and Maintenance standards

As part of our repairs and maintenance service, we will:

- Engage, listen and work with our customers and involved customer groups in a fair, respectful and transparent way to seek feedback, review and continually improve the services we provide
 - Ensure we have an up to date and evidenced understanding of the condition of our homes; and use the data and other information to help inform & shape our maintenance services and program of planned improvements
 - Make sure that our homes and communal areas, are kept in a condition that, at least, meets statutory minimum requirements in terms of condition, decency and safety
 - Provide an accessible 24/7/365 days a year repair and maintenance service, which includes a continuous out of hours service to deal with emergency repairs
 - Agree and confirm an appointment with the customer for as soon as possible, and where possible, at a time that suits them
 - Aim to complete repairs in one visit
 - If it's an emergency, we will visit to make things safe within four hours
 - Remove offensive graffiti from estates within 24 hours
 - Carry out a gas safety check every year, and an electric test at least every five years
 - Give the customer a decision within 20 working days when they ask for permission to improve their home
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Examples of emergency repairs

Typical emergency repairs include (please note that this is not an exhaustive list):

- Water leaks to a water pipe or riser on the landlord side of the stopcock
- Making the property safe immediately after a flood. e.g., checking electrics
- Dealing with the effect of severe storm damage to the structure (after the storm has passed)
- Risk of falling masonry or structural collapse
- Total loss of electricity supply (excluding those caused by a Power Company)
- Unsafe electrical fittings (excluding customer owned appliances)

- Breaches of security to outside doors and windows (broken glazing will be boarded; replacing glazed units is the customers responsibility)
- Gas leak within the property
- Blocked mains drains, soil pipes or the only toilet
- Heating loss for elderly/vulnerable customers at all times and during the period 31 October to 31 March for others
- Passenger and personal mobility lift breakdowns where we remain responsible for repairs/servicing
- Insecure communal door access.

Appendix 2 – Revision History

Date	Version	Comments / Changes
28/02/2024	1.0	Initial version
July 2024	2.0	CT Review
February 2025	2.1	New template and review
July 2025		Year one review
July 2024		Review