

PINECREST HOUSING LTD (PHL)

RESPONSIVE REPAIRS POLICY

1. Policy Objectives

1.1 The overall aim of this policy is to contribute to the efficient and effective repair and maintenance of PHL's housing stock ensuring that homes are maintained to PHL's Decent Homes Standard and the requirements of any new updated standards

1.2 The specific objectives are to: -

- Ensure homes are efficiently maintained to a high standard.
- Provide an efficient, prompt and cost-effective responsive repairs service, that is easily understood by customers and staff.
- Promote understanding of PHL's legal responsibilities and mutual obligations in relation to responsive repairs issues.
- Achieve high standards in customer care and high levels of customer satisfaction.
- Provide a framework to monitor the performance of the responsive repairs service to seek continuous improvement.
- Provide value for money in terms of cost and quality.
- Provide a service which reflects PHL's commitment to equality of access to the repairs service for all tenants and to take account of the needs of all customers.

1.3 The principles underpinning the Responsive Repairs Policy are that: -

- Works will be of a consistently high quality, protecting the value of the asset and the comfort of the customer.
- Customers can report repairs through various means which are easily accessible and requests are dealt with in agreed timescales.
- All customers are given the opportunity to be involved and consulted in the development of the service.
- The service is continuously improved through supervision, monitoring and analysis of customer feedback.
- Communication with customers is always appropriate, easily understood and accessible.

- Customers are provided with details of the time and date of any appointments and provided timely updates where these are changed.
- Staff involved in the repairs service are appropriately trained and supported to deliver the service objectives.

2. Definition & Scope

- 2.1 Responsive Repairs, under this policy, are those carried out at a single property at the request of an individual customer. These repairs can also be called reactive repairs or day to day repairs.
- 2.2 The policy sets out the repairing obligations of PHL and of the rights and obligations of tenants of Trust properties. It outlines the procedure for reporting repairs and how repairs are prioritised.

3. Responsibilities

- 3.1 Repairs to PHL properties are a joint responsibility between landlord and tenant. As the landlord PHL has responsibility for the majority of repairs and the overall maintenance of its homes. Our tenants have the responsibility of reporting repairs and undertaking those repairs deemed to be their responsibility.

4. PHL Responsibilities

- 4.1 Repair responsibilities vary according to the tenure of the individual property and is different for leaseholders and shared owners but the following describes responsibilities for social and affordable rented homes.

4.2 Repair of Structure and Exterior

PHL is responsible for keeping the structure and exterior of the premises in good repair including but not limited to:-

- The roof
- Chimneys and chimney stacks, (but not sweeping the chimneys where solid fuel open fires are in use).
- Drains, gutters and external pipes
- External walls, external doors, external window frames and sills.
- The internal structure
- External decoration
- Installations for the supply of water, gas, electricity and sanitation
- Installations for room and water heating installed by PHL
- Fences and gates, where provided by PHL
- Pathways, steps and ramps
- Garages and outbuildings, (where provided by PHL)

4.3 Driveways

PHL will not install or refurbish driveways in most circumstances, but will deal with acute Health and Safety requests relating to off road parking on a responsive basis.

PHL will undertake a limited repair service to driveways where these are necessary to restore or maintain safe pedestrian access,

4.4 Repair of Installations

PHL will keep in repair and proper working order any installations provided or adopted by PHL for space heating, water heating and sanitation and for the supply of water, gas and electricity, including:-

- Water pipes and tanks, gas pipes and electrical wiring
- Electrical sockets and light fittings (but not plugs, fuses, light bulbs or customer's own appliances)
- Basins, sinks, baths, toilets, flushing systems, waste pipes and tap washers
- Resealing around sinks, showers baths and basinswater heaters, boilers, air source and ground source heat pumps, fireplaces, fitted fires and radiators
- Stairlifts where installed by PHL.

4.5 Repair of Monitoring Devices

PHL will keep in repair and proper working order any installations provided or adopted by PHL for the detection of hazards or monitoring of conditions within the home, including;

- Carbon monoxide detectors
- Smoke and heat detectors
- Smart home monitoring units

4.6 Repair of Common Parts

In the case of flats and age friendly housing, PHL will keep all communal areas and equipment in repair including:-

- Common entrances, halls and passageways
- Stairways and lifts
- Lighting and security systems
- Fire safety equipment
- Communal heating and hot water

4.7 Shared Ownership

Shared ownership homes sold under the Affordable Homes Programme may include a 10-year Initial Repair Period (IRP) during which shared owners are not required to contribute via a service charge to the cost of repairs to the external/structural parts of their building.

4.8 Decoration of Exterior and Common Parts

PHL will keep the exterior of the premises and any common parts in a reasonable state of decoration.

4.9 Right to Buy Applications

When a tenant has applied to buy their home, pending completion of the purchase only emergency & works covered by the right to repair will be carried out.

4.10 Repairs – Generally

PHL will:-

- Make sure the service is accessible by providing a full range of ways for customers to access the service.
- Keep customers informed of progress of their repairs and additionally contact customers in advance should the repair need to be rearranged or is delayed
- Carry out all repairs within published timescales.
- Demonstrate good customer care and always treat customers and their homes with respect.
- Clear up after a repair – decoration will be left as close as possible to how it was before the work was done.

5. Tenant Duties and responsibilities

5.1 Reporting Repairs

Repairs, faults or damage must be reported as soon as possible.

5.2 Access

Customers must give the duly authorised officers, agents and operatives of PHL and the gas, water and electricity supply companies access to the premises for the purposes of inspection and for carrying out such work to the premises or adjoining property as may be necessary.

PHL will normally give a minimum of 24 hours notice when it requires access unless it believes entry is necessary because of an emergency that could cause personal injury or damage to the premises or neighbouring property.

Customers must give duly authorised officers, agents and operatives of PHL access to the premises to carry out annual servicing to appliances owned by PHL. PHL will normally give 48 hours notice before servicing these appliances unless it believes entry is necessary because of an emergency that could cause personal injury or damage to the premises or neighbouring property.

PHL reserves the right to cancel responsive repairs that have been attended and no access provided on the appointment date. If repair is still needed the tenant will need to re-raise the repair.

PHL may charge for the cost of getting into the home if access is unreasonably refused and the repair or inspection poses a Health and Safety concern or could cause long term damage to the property.

5.4 Maintenance of Internal Items

Tenants must keep the interior of the premises in good repair and in a clean and good decorative condition. Tenants must decorate all internal parts of the premises as frequently as necessary to keep them in reasonable decorative order. PHL may be able to help elderly or disabled tenants with internal decoration.

If chimneys are in use with a tenant's own open solid fuel fire, the tenant must arrange that they are swept at least once every twelve months.

Tenants must not remove walls or any other part of the structure or carry out improvements to their home without PHL's prior agreement in writing.

5.5 Minor Repairs

5.6 Under the terms of the tenancy agreement, tenants are responsible for various minor repairs including but not limited to:-

- Repairs or replacement of any smoke alarms or, Carbon Monoxide detectors not provided by PHL.
- Any repair which is the result of the tenant, member of their household or their visitors, actions or inaction, negligence or abuse
- All internal decoration including pre-decoration repairs such as filling small plaster cracks and preparing surfaces for decoration
- Easing internal doors to fit carpets etc.
- The maintenance of appliances, fixtures, fittings, extensions and additions (where installed by a tenant with or without permission unless formally adopted by PHL)
- Unblocking waste pipes
- Plugs and chains to wash basins, bath and kitchen sinks*

- The replacement of lost or damaged keys, and the replacement of locks
- made necessary by the losing of keys
- Electrical fuses to tenants own appliances
- Replacement of light bulbs (excluding communal areas)
- Total loss of power due to no customer credit on credit meter.
- Bleeding of radiators*
- Broken or missing edging on a kitchen unit*
- Repairs to or replacement of non-company provided smoke or carbon monoxide alarms*
- Cleaning or sweeping of chimneys or flues where tenants own appliance.
- Minor mould treatments due to condensation.
- Repair and maintenance of fencing not installed or adopted by PHL.
- Television aerials or satellite dishes (unless communal) and any damage to property or neighbouring property caused by their installation.
- Clothes posts* or rotary dryers and lines (unless communal)

*Denotes repairs which may be undertaken by PHL at nil cost, for vulnerable tenants. Tenants may be vulnerable by virtue of their age (young or old), medical condition or disability.

5.7 PHL will provide target hardening repairs to enable survivors of domestic abuse to live safely in their own home. This includes, but is not limited to, security lighting, additional locks and chains to doors, fire proof letter box covers, tremor alarms for windows and safe rooms.

5.8 Repairs identified as the tenant's responsibility under section 5 may be repaired by PHL at its expense dependent on the location and circumstances where it can be proven that the defect resulted from unrelated, third party, criminal damage and this is confirmed by a Police report.

5.9 Minimising Loss

The tenant has a responsibility to minimise or avoid loss that may be suffered as a result of any outstanding repair. For example, if experiencing a water leak or damp, the tenant is expected as far as is reasonably practical to move items of furniture or possessions away from the affected area so they do not get damaged.

5.10 Insurance

Tenants are responsible for taking out home contents insurance as PHL is not responsible for insuring tenants' furniture, contents and possessions.

The tenant is responsible for any loss or damage to their home due to theft, fire, vandalism, flooding or accidental damage. The tenant may also be responsible for damage caused to another property, for example, caused by flooding or leaks from their property.

PHL actively promotes access to a cost-effective Tenants Insurance Scheme or a tenant can make their own arrangements.

6 **Restrictions on the repairs service**

There are some circumstances where the repairs service may be limited to emergencies and 'Right to Repair'. These include:-

- A Right to Buy/Acquire application has been submitted.
- A notice to quit has been served.
- Failure to allow access for the annual gas service
- Failure to allow access for essential inspections or surveys, e.g. asbestos, electrical, fire risk assessments or lift servicing.
- Violent or abusive behaviour by members of the household.

7. **Repair Priorities/Timescales**

- 7.1 To enable us to achieve an efficient and effective service, repairs will be prioritised and will be categorised as an Emergency repair or an Appointable repair. Within these repairs categories, our staff will follow guidelines in order to ensure that the most urgent cases are dealt with first

Emergency Repairs – We will aim to respond to emergency repairs within 3 hours and complete within 24 hours. This repair priority will only be used when there is an immediate threat to the health, safety or security of a customer, occupant or property. In some instances only a temporary repair will be carried out to make the situation safe and secure. Once this has been done arrangements will be made to fully complete the repair.

Appointable Repairs - These will normally be completed within 5 and 20 working days dependent on priority and by appointment. The appointment will be based on the guidelines provided to staff to ensure that the most urgent cases are dealt with first.

If the situation is causing discomfort, inconvenience or nuisance to the occupants or a third party and are likely to lead to further deterioration to the property if the problem persists, then we will prioritise and offer an appointment within 5 working days.

Major Building Repairs - Some repairs may be larger than first thought and this may only become apparent after we have been to check a problem and found that we need to totally replace a large item rather than just repair it. In this case the works will be arranged and the repair appointed and this may take between 10 and 30 working days dependant on lead times for certain materials.

Effective prioritisation allows for better resource planning and programming of repair works and aims to meet an appropriate balance between service and cost. In all cases, customers will be kept informed of progress if appointment times have to be changed.

8. Inspections

Where there is a need for a repair to be inspected in order to diagnose the full nature of the work required, for example dampness and structural defects, inspection requests will be attended within 10 working days. Following the inspection the inspecting officer will arrange for the repair order to be raised based on the above and agree a suitable appointment slot with the customer.

9 Damp and condensation

PHL will do everything it reasonably can to make sure our tenants stay safe, healthy and well in their homes. Damp and mould are issues which can have a serious impact on the health and well-being of our tenants, and cause damage to homes.

To effectively prevent and address damp and mould in our homes, we will

- Provide dry, warm, healthy and safe homes for our residents which are free from any hazards.
- Comply with legislative, regulatory and contractual (including tenancy and lease) obligations.
- Ensure the fabric of our homes is protected from deterioration and damage resulting from damp.
- Treat residents reporting damp and mould with empathy and respect and will not prejudice the reason for any issue.
- Take responsibility for diagnosing and resolving damp and mould in a timely and effective way where they result from issues that require repair.
- Support tenants and provide appropriate, clear, sensitive, practical and accessible advice.
- Communicate with our tenants clearly and regularly regarding any actions we plan to take and any actions our residents are advised to take.
- Ensure staff are trained to spot potential causes of damp and mould so they can advise residents, diagnose problems and provide solutions.

PHL has a separate Policy and Procedure which provides more detail on the approach in place to ensure we are able to diagnose and support customers to resolve this type of repair.

10. Repairs by Appointment

For all repairs other than emergency and major repairs an appointment that meets the needs of the customer will be agreed at the time the repair is ordered. The customer will be offered a suitable convenient appointment from a range of appointments Monday to Friday from 8AM – 5.30PM.

In addition, PHL will also offer a limited number of Saturday morning appointment slots for gas servicing visits. Priority for these slots will be given to tenants who, due to work or other commitments, are unable to be at home Monday to Friday.

11. Emergency Out of Hours Repairs.

11.1 PHL will operate an emergency out of hours repairs service 24 hours a day, outside normal office hours.

Emergency Out of Hours Repairs are defined as: -

- (a) Any fault that could lead to the death or serious injury of occupants, staff, visitors or the public.
- (b) Faults likely to cause extensive damage to a building and its contents.
- (c) Faults that are likely to lead to a contravention of Health and Safety regulations and could result in a danger to life and limb.

11.2 Outside of normal office hours, using the same daytime contact number, a telephone service is provided to take emergency repair calls. If a call is received which constitutes an emergency repair, a suitably trained operative or contractor is despatched to attend the repair.

11.3 In some situations it may only be possible to attend and make the situation safe and secure pending further attendance and full completion of the repair during normal working hours.

11.4 The general Out of Hours Emergency Repairs Service is provided between 5.30pm and 10pm on weekdays and until 6pm at weekends and Bank Holidays.

After 10pm on weekdays and 6pm weekends and bank holidays the emergency service is available for critical repairs only, these include, for example, total power failure or lift/stair lift breakdowns. They do not include heating and/or hot water failures unless there is a severe medical issue.

11.5 The Out of Hours Emergency Repairs Policy will be applied in a caring and sensitive manner in respect of vulnerable tenants. Tenants may be vulnerable by virtue of their age (young or old), medical condition or disability.

11.6 Where a call is received which does not meet the criteria for an out of hours emergency visit, tenants will be advised that they will be contacted on the next working day in order that a daytime repair can be logged and an appointment agreed.

12. Rechargeable Repairs

12.1 PHL will actively seek to recover the cost of any repair which is not its responsibility.

12.2 Under the terms of the Tenancy Agreement, a tenant will be responsible for any damage which is the direct result of their own, a member of their household or their visitor's action or inaction relating to wilful damage, negligence or abuse.

12.3 Where a tenant's responsibility for a repair is identified and the defect is not a health & safety hazard, the tenant will be given the opportunity to get the repair carried out themselves. PHL will arrange to visit to inspect the work to ensure it has been completed to our satisfaction.

12.4 The tenant's responsibility for any rechargeable repair will be identified at the point of repair diagnosis or initial inspection and their liability confirmed. Work to be carried out on behalf of the tenant will be confirmed in writing.

12.5 PHL will operate a system of fixed price charging for repairs which are the tenant's responsibility. The price will be based on the prevailing schedule of rates in use at that time plus a 10% administrative charge. The price will be confirmed in advance of any work being ordered and will be payable in advance. In certain circumstances an arrangement for payment will be entered in to so that the tenant is able to make payments over an agreed period of time. This will not exceed 12 months. A minimum repayment level will be set and reviewed from time to time.

12.6 Where the health and safety of any person would not be prejudiced, PHL would require the cost of the repair to be paid for before it is carried out. PHL will exercise this right except where it believes that delay would adversely affect its interest in the property, health & safety is compromised, (for example, gas or electrical repairs,) or where the vulnerability of the tenant is such that discretion is required.

12.7 Repairs identified as rechargeable repairs may be repaired by PHL at its expense dependent on the location and circumstances where it can be proven that they resulted from unrelated, third party, criminal damage and this is confirmed by a Police report. PHL will take a robust stance in instances of criminal damage against its property. Dependant on the circumstances and available evidence, PHL reserves the right to make a complaint to the police in support of an investigation and possible prosecution. Compensation will be sought to cover the cost of remedial work.

12.8 Where the tenant chooses to complete the work themselves or arrange for the repair to be completed by a competent contractor, depending on the nature of the repair, PHL may seek to inspect the work afterwards.

12.9 All works involving gas or electrical installations must be undertaken by a Gas Safe or NICEIC registered contractor. PHL must be provided with the original certificate/s issued by the contractor.

12.10 If the work is not completed, PHL may decide to carry out the repair and recharge the tenant for the repair and for any other work required as a result of the repair not being completed.

12.11 PHL may decide to recharge the tenant in cases where appointments are made and kept but the customer repeatedly does not allow access.

12.12 PHL reserves the right to withhold any credit on another PHL account until any recharge debt is cleared or agreement is reached to offset the debt.

12.13 Outgoing tenants will be advised prior to the end of their tenancy of their repair obligations under their Tenancy Agreement. PHL will carry out a pre-termination inspection of their home, including the loft, garden and any shed or outbuilding forming part of the property, and inform them of any potentially rechargeable repairs that require attention. Charges will be applied to tenants who, on termination of tenancy, fail to clean and clear their home or garden, or leave rechargeable repairs outstanding.

12.14 PHL will not recharge repairs to survivors of domestic abuse if it is more likely than not that the damage was caused by a perpetrator and will seek to hold the perpetrator of the abuse to account, not the survivor.

12.15 PHL will not use the rechargeable repair process to hold up repairs needed to enable a survivor to live safely in their own home.

13. Empty Properties

13.1 PHL has a lettable standard that is made available to prospective tenants when viewing a property to enable them to make an informed choice and to assess the condition of the property.

14. Age Friendly Properties

In addition to the service provide as part of this Policy, PHL also provides the following to customers living in Age Friendly properties.

- PHL will provide a dedicated multi-skilled operative
- PHL will provide a telephone and reception reporting service for older people who do not want to use digital means to report repairs
- PHL will prioritise emergency repair reports from older people
- PHL will prioritise equipment and adaptations for older people
- PHL will offer the tenant a choice from a range of discrete minor adaptations
- PHL will use the vulnerability indicators on the Housing Management System to ensure the service accesses supporting information when delivering repairs.

15. Mutual Exchanges

15.1 Mutual Exchanges are conducted in accordance with our Mutual Exchange Policy.

15.2 Tenants moving home via a mutual exchange will be informed of any repairs that they will be required to accept liability for. Any other repairs arising after the mutual exchange has taken place will be dealt with under the provisions of this Responsive Repairs Policy.

16. Right to Repair

16.1 PHL aims to complete all responsive repairs within the published timescales and to an acceptable standard. In cases where this is not delivered, PHL operates a Right to Repair Scheme. This scheme allows customers to arrange for small qualifying repairs that affect health and safety to be carried out by another contractor if PHL fails to carry out the repairs on time. In certain circumstances customers are eligible for compensation up to a maximum of £50. Some examples of qualifying repairs are:-

- No water, electricity or gas
- Leak from pipe, tank or cistern
- Electrical lighting unsafe
- Roof leak
- No heating
- Extractor fan not working

16.2 In exceptional circumstances PHL may allow customers to carry out non-qualifying repairs where they have failed to complete within published timescales, however these will need prior written approval by PHL and to be signed off by PHL post inspection.

17. Improvements

- 17.1 Tenants have the right to make their own improvements provided the appropriate conditions and permissions are met.
- 17.2 Tenants must not make any improvements, alterations or additions to the premises without first obtaining both the written consent of PHL and all other necessary approvals, such as planning and building regulation approval. PHL will not refuse permission unless there is good reason.
- 17.3 Tenants must comply with the reasonable requirements of PHL in relation to any consent given to make improvements, alterations or additions to the premises, including the standard of the work to be carried out.
- 17.4 The tenant is responsible for the future repairs, maintenance or replacement of the improvement including removal and replacement where access to concealed fittings are required (for example laminate flooring). If requested, PHL may agree to repair or maintain any improvement, but the rent may be increased to cover the extra cost of repair and maintenance.
- 17.5 The tenant may be recharged for any unauthorised improvements or alterations identified during or at the end of their tenancy.

18. Leaseholders

- 18.1 PHL's repairing obligations to Leaseholders are as set out within individual Lease Agreements and PHL's Leaseholder Management Policy.
- 18.2 Leaseholders will be responsible for repairing any damage caused to PHL property and shared areas due to neglect or carelessness caused by them, a member of their family, tenant or visitors.
- 18.3 PHL will recharge the leaseholder if there is evidence that damage is the fault of a leaseholder or their householder, tenant or visitors.

19. Health and Safety

PHL will ensure our customers feel safe living in their homes knowing that we value safety and compliance ahead of all other aspects of our service. We will invest in the training and development of our staff to ensure they possess the knowledge to ensure both they and our customers are safe at all times.

We will implement improvements and amendments that ensure we keep our colleagues and tenants safe at all times and we will consult and communicate on Building Safety matters that impact our tenants.

20. Performance Management and Performance Monitoring

20.1 PHL will measure its repair performance by using, and issuing, a suite of Performance Indicators. Performance targets will be set to achieve national top quartile performance and we will continue to set top quartile targets each year in order to achieve year on year continuous improvement.

20.2 The targets and performance against them will be monitored and reported regularly to the Executive Team, , People and Places Committee, Board and the Housing Regulator.

20.3 We will publish repairs performance information at least annually to our tenants and include regular updates on performance.

20.5 This policy will be reviewed every 2 years or as required by legislative or regulatory changes.

21. Achieving Value for Money

21.1 Operating as an efficient and effective business and demonstrating value for money to our customers are key to successful service delivery.

21.2 There are a range of mechanisms in place to demonstrate and improve this, including:

- Benchmarking cost and performance data.
- Comparing our repairs service against other social housing providers.
- Undertaking reviews on processes, services and systems.
- Analysing reported repairs to identify trends in component failures to inform future major and planned works programmes.
- Regularly reviewing productivity across teams and trades.

22. Equality and Diversity

22.1 PHL will ensure that this policy is applied fairly to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in our Single Equalities Scheme.

22.2 When applying this policy we will act sensitively towards the diverse needs of individuals and communities.

22.3 This policy and any other related publications of PHL can be provided on request in other formats (e.g. in an alternative language, in Braille, on tape, in large print).

23. Involving Customers

23.1 Customers will be encouraged to contribute to service developments and to provide feedback on the performance of contractors, the materials used and the effectiveness of our policies and procedures via the PHL Residents’ Consultative Group and customer feedback questionnaires.

23.2 If we have performed badly or well, customers may want to make a complaint or give positive feedback. In both cases we want to know so we can learn and improve services. PHL has a Complaints Handling Policy which explains how PHL receives, handles and learns from the feedback it receives from its customers, whether this is positive or negative.

24. Link with Other PHL Policies

This policy should be read in conjunction with the following policies:

- Health and Safety Policy
- Customer Compensation Policy
- Complaints Handling Policy
- Equipment and Adaptations Policy

Note also the relevant clauses in the PHL Tenancy Agreement.

Policy Review

We will review this policy at least once every two years to make sure it remains relevant and accurate. Our reviews will take account of customer complaints, stakeholder feedback, and changes in legislation, regulation or sector best practice.

Version	Checked By	Amendments	Approved By	Date of Approval	Published by	Date of Review
Q4 2025	CEO		Board	[Date]	CEO	October 2026