



SAXON WEALD

RESPONSIVE REPAIRS POLICY

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1.0 Introduction

- 1.1 The responsive repairs service is the most critical and visible service we provide as a landlord. It has the largest number of transactions (around 20,000 jobs per year) and customers have told us it is the landlord service that is most important to them.
- 1.2 Completing repairs quickly and effectively is, therefore, a top priority. The responsive repairs service also has a key role to play in maintaining the quality and value of our property assets.
- 1.3 The aim of this policy is to set out how we deliver our responsive repairs service to achieve high levels of customer satisfaction and ensure it delivers value for money.
- 1.4 This is one of a suite of policies that covers all our landlord repairs and maintenance responsibilities, including building safety compliance, damp, mould and condensation, planned improvement and works to void properties.
- 1.5 This policy is supported by the Responsive Repairs procedure.

2.0 Definition and scope

- 2.1 A responsive repair is a repair reported by or on behalf of a customer. A component that is faulty, worn, or damaged will be repaired to a good condition or replaced.
- 2.2 Responsive repairs include repairs to:

- External fabric of the building such as roofs, roof line goods (soffits, fascias and guttering), windows, external doors.
- Internal elements such as internal doors, floors, tiling, kitchen units.
- Heating and hot water systems.
- Drainage, plumbing and waste services (including bathrooms and toilets).
- Electrical wiring systems.
- Fencing and external paving.
- Communal areas (including communal lighting).

2.3 For the purposes of this policy, a responsive repair does not include:

- Planned or programmed major component renewals such as kitchens, bathrooms, windows, external doors or roof replacements.
- Cyclical maintenance, which is activity that has been planned to maintain the structure or safety of a building or equipment, including external decoration.
- Activities related to servicing and compliance and resulting programmes of work.
- Large, structural, or complex repairs (including those related to disrepair) that require significant planning and project management.

2.4 The scope of this policy includes repairs to Saxon Weald rented properties (including private market), communal areas and offices.

3.0 Legal and regulatory requirements

3.1 Legal requirements

Repairs & Maintenance

- Landlord & Tenant Act 1985
- Defective Premises Act 1972
- Environment Act 2021
- Right to Repair Regulation 1994
- The Commonhold & Leasehold Reform Act 2002

Health & Safety

- Building Regulations 2010
- Construction (Design & Management) Regulations 2022
- Gas Safety Regulations 2023
- Control of Asbestos Regulations 2012
- Housing Health & Safety Rating System 2004
- Homes (Fitness for Human Habitation) Act 2018

3.2 Regulatory requirements

The Regulator of Social Housing's Consumer Standards set out requirements for providers to ensure:

- Repairs and maintenance issues can be reported easily.
- Timescales are set for the completion of repairs, are clearly communicated to tenants and appropriate steps are taken to deliver them.
- Tenants are kept informed about repairs to their homes with clear and timely communication.
- Responsibilities of maintenance of communal areas are understood and fulfilled.
- The delivery of repairs is informed by the needs of tenants and provides value for money.

3.3 Repair obligations as set out in tenancy agreements and leases

Saxon Weald's tenancy agreements and leases set out contractual positions on repairing responsibilities for both landlord and tenant.

4.0 Policy

- 4.1 In accordance with its duties under the above legislation, regulation and good practice, Saxon Weald will deliver a responsive, reliable, and customer-focussed responsive repairs service which aims to deliver high levels of customer satisfaction and value for money.
- 4.2 We will clearly set out the relative responsibilities of both the landlord and tenant or leaseholder (as set out in the tenancy agreement or lease). Information will be provided before the start of the tenancy/lease and guidance will be published on the website and in the Tenant's and Leaseholder's Guides.
- 4.3 We will work with customers to continually monitor and seek to implement improvements to our repairs service. (Details of how we monitor repairs services are provided in section 8.0 of this policy). This will include working with customer scrutiny and focus groups as well as learning from complaints and customer survey feedback.
- 4.4 The following target timescales are in place:
- Standard repairs – 28 days
 - Emergency repairs – 24 hours
 - Uncontrollable leak from a water system – 4 hours
 - Fault with a warden call system – 4 hours
- 4.5 We take the needs and circumstances of individual customers into account when considering how repairs are delivered. This means we will ensure repairs are carried out more quickly, or adjust our appointment times, where the customer has vulnerabilities, health conditions or impairments or has young children that may be impacted by the need to have the repair completed. We will also be respectful of and take into account any cultural or religious requirements.
- 4.6 We are committed to ensuring that people are not disadvantaged in accessing our services. To this end, we will make reasonable adjustments in the implementing of

this policy for disabled people. This includes ensuring a variety of ways to access the service and the adjustments set out in 4.5.

- 4.7 We offer a range of appointment slots for non-emergency repairs, including a 'school run' slot between 10am and 2pm.
- 4.8 We will ensure easy access to reporting repairs and booking an appointment. This includes providing a variety of ways for customers to report repairs (telephone, self-appointing repairs system, email, web message). Whilst most common repairs can be reported and allocated an appointment using the self-service portal, some repairs will need to be diagnosed by a member of staff via our telephone or email service.
- 4.9 We will always aim to keep appointments that have been agreed with customers. Where this is not possible, we will contact customers to explain the reasons and rebook the appointment. We will have targets for completing repairs at the first visit but where this is not possible, we will keep customers informed about the progress of their repair, and any changes or delays.
- 4.10 We will ensure that our customers, and any members of their household, and their homes are treated with respect. Operatives will wear ID badges and ensure the work area is left clean and tidy.
- 4.11 We will have robust, prompt, and effective processes for the reporting of defects in new build properties, or where major works have been carried out.
- 4.12 As part of our commitment to respond to an emergency repair within 24 hours, we will maintain an out of hours repairs service.
- 4.13 The detailed arrangements for implementing this policy are set out in the company's Responsive Repairs procedure, and in operational manuals.

5.0 Customer responsibilities

- 5.1 Some minor repairs are deemed to be the customer's responsibility. These include things like taps, washers, internal doors, toilet seats. These are set out clearly in the tenancy agreements and the Tenants Guides. Responsibilities for leaseholders and shared owners are set out in the terms of individual leases but, in general terms, Saxon Weald only has responsibility for replacing components such as roofs and windows.
- 5.2 Our staff and contractors have the right to be treated with respect and not to be put at risk when working in customers' homes. This means they should expect a reasonably clean working environment, from which children and pets are kept clear. We ask that smoking does not take place when a repair is being carried out.
- 5.3 Where there may be a potential risk to the health and safety of a visiting member of staff (or contractor), we may need to suspend the works until the working environment can be made safe. We will work with customers in such situations,

particularly if they are vulnerable, and offer support and advice to bring the property back to a safe condition.

6.0 Data protection, information exchange and confidentiality

6.1 All information regarding responsive repairs will be dealt with in accordance with General Data Protection Regulations (GDPR).

7.0 Value for money

7.1 Repairs is a large area of expenditure and is the service that customers value the most. We monitor the cost of the service and drive efficiencies through effective scheduling (planning of works), having good supply chain arrangements in place and managing operative productivity. We periodically benchmark our costs and productivity against other organisations and make use of sub-contractors where it is more cost effective to do so.

8.0 Monitoring and review

8.1 Customer satisfaction and feedback is collected through the Tenant Satisfaction Measures as well as transactional surveys and complaints. Any areas of identified dissatisfaction are immediately followed up. This is supplemented by customer focus groups.

8.2 Repairs performance (including benchmark comparisons) is reported regularly to the Customer Experience Committee and Board.

8.3 This policy will be reviewed at least every three years to ensure that it reflects the needs of our customers, good practice, and changes to legislation or regulation.

9.0 Rights to compensation

9.1 Customers' rights to compensation are set out in the Compensation and Payment Guidelines.

10.0 Equality and diversity

10.1 Equality and diversity affect all aspects of our business and, as such, its principles are integral to everything we do. As a landlord and an employer, Saxon Weald aims to recognise and respond positively to people's differences, while providing equality of opportunity in relation to the services and careers we provide and support.

This means that no person or group of people, either working for Saxon Weald or seeking housing, services, employment or contracts from us, will be treated less favourably because of their or their partner's, family's, friend's or associated person's

protected characteristics, which are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race and ethnicity, nationality, immigration status, religion or belief, gender and sexual orientation. This includes individuals either already serving on or applying to join our Board.

Version	Amendment	By	Date
5.0	Three-year review	Steven Dennis	February 2015
6.0	Three-year review	Steven Dennis	June 2018
7.0	Three-year review	Ian Bamforth	April 2021
7.1	Change to equality and diversity statement following review by ET	Nikki De Sousa	July 2021
8.0	Three-year review	Stephen Humphreys	April 2024