



SAXON WEALD

RESPONSIVE REPAIRS POLICY

First Introduced: May 2002

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Next Review: May 2028

1.0 Introduction

- 1.1 The responsive repairs service is the most critical and visible service we provide as a landlord. It constitutes the largest volume of customer transactions (around 16,000 jobs per year) and customers have told us that it is the landlord service that has the greatest impact on customer satisfaction.
- 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 our responsive repairs service:
- is effective;
 - delivers high levels of customer satisfaction;
 - meets the needs of a diverse range of customers; and
 - delivers value for money.
- 1.4 This policy is supported by the Responsive Repairs procedure and the Repairs Guide and is one of a suite of documents that covers all aspects of landlord repairs and maintenance responsibilities. Separate policies are in place for damp, mould and ventilation, building safety, planned improvements and void works.
- 1.5 We would like to thank the customers who have given their time and views to support the review of this policy.

2.0 Definition and scope

- 2.1 A responsive repair is a repair reported by, or on behalf of, a customer. This could be in a customer's home, or in a communal space. In general terms, an item/component will be repaired wherever possible. Where this is not possible, the component will be replaced.

2.2 Responsive repairs include repairs to:

- The external fabric of the building such as roofs, roof line goods (soffits, fascias and guttering), windows, external doors.
- Internal parts of properties such as internal doors, floors, tiling, kitchen units.
- Heating and hot water systems.
- Drainage, plumbing and waste services (including bathroom sanitaryware).
- Electrical wiring systems.
- Fencing and external paving.
- Internal and external communal spaces.

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

- Planned or programmed replacement of kitchens, bathrooms, windows, external doors or roofs.
- Cyclical maintenance such as decoration of communal spaces.
- The servicing of mechanical and electrical systems (such as gas boilers, electrical systems).
- Large, structural, or complex repairs (including those related to disrepair) that require significant planning and project management.

2.4 The scope of this policy applies to Saxon Weald rented properties (including private market rent), communal areas and offices. Responsive repairs to leasehold properties are generally limited to communal areas where Saxon Weald is the freeholder.

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

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 Saxon Weald aims to deliver a high quality, reliable, and customer-focussed responsive repairs service that achieves high levels of customer satisfaction and value for money.
- 4.2 We will regularly review the optimal operating model for repairs and the cost/benefits and risks of running in-house services versus contracted out or joint venture arrangements.
- 4.3 We will maximise the use of accurate and quality data to support the effective management of the service, to understand and control costs and to shape services in line with customer needs.
- 4.4 We will communicate clearly with customers around:
- The responsibilities of both the landlord and tenant or leaseholder (as set out in the tenancy agreement or lease).
 - How to report repairs.
 - The standards and timescales they can expect.
 - Performance of the service.
 - Any delays or cancellation of appointments.
 - How to complain if something goes wrong.

Information will be provided before the start of the tenancy/lease and guidance will be published on the website, in the Repairs Guide and in the Tenants and Leaseholders Guides. This information, including how to report repairs, will be available in a range of formats and languages to ensure we meet the needs of different customer groups.

- 4.5 We will make it easy to report repairs through a variety of channels (self-service portal, email, telephone, web message) and provide support to those who may find it difficult to access the service.
- 4.6 We will adapt the standards set out in this policy in line with specific customer needs or circumstances. This includes (but is not limited to) making reasonable adjustments for disabled people or those with a health condition, taking into account the needs of those who have young children and providing an emergency response to those impacted by issues such as domestic abuse or harassment.
- 4.7 Our target timescales for repairs are as follows:
- Standard repairs – 28 days
 - Emergency repairs – 24 hours
 - Uncontrollable leak from a water system – 4 hours
- 4.8 We will offer a range of appointment slots, Monday to Friday, to maximise the choice available to customers as follows:

- 8.00am – 1.00pm
- 8.00am – 4.30pm
- 10.00am – 2.30pm (provided to avoid the 'school run' and enable easier access for families with children)
- 12 noon – 4.30pm

4.9 We will ensure that our customers, and any members of their household, and their homes are treated with politeness and respect. Operatives will wear identification badges and ensure the work area is left clean and tidy. All operatives will have had the necessary health and safety training to carry out the work they have been asked to do.

4.10 We aim to post inspect 5% of responsive repairs.

4.11 As set out in the tenancy agreement, some minor repairs are the responsibility of the customer. A full guide to these 'customer repair responsibilities' is published in the Tenants Guide and is on the website. We adapt this list where customers are not able to carry out the works themselves or do not have the financial capacity to pay for them.

4.12 We take a common sense approach to working in customers' homes and require that there is someone over the age of 18 present, that dogs are kept in a separate room and there is no smoking. If there is a potential risk to the health and safety of any visiting operative because the working environment is unsafe, we may need to rearrange an appointment. We will work with customers in such situations, particularly if they are vulnerable, and offer support to bring the property back to a safe condition.

5.0 Data protection, information exchange and confidentiality

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

6.0 Value for money

6.1 We closely manage and monitor the cost of the repairs service through a robust framework of management accounts and performance reports. We aim to achieve efficiencies through effective scheduling (planning of works), having good supply chain arrangements in place and managing operative productivity.

6.2 We periodically benchmark our costs and productivity against other organisations and make use of sub-contractors where this will deliver better cost/quality outcomes.

7.0 Monitoring and review

7.1 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.

7.2 We set and monitor a range of performance targets to measure the quality of the service. Both these and customer satisfaction are reported regularly to the Customer Experience Committee and Board.

7.3 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.

8.0 Equality and diversity

8.1 Our Repairs Guide sets out how we will adapt our repairs service to ensure we meet the needs of different customer groups. We will prioritise repairs and carry out additional works for customers in specific circumstances. We will be carrying out an Equality and Customer Impact Assessment (ECIA)¹ of the service, which will set out how we mitigate any impacts on equality and how we have used customer data to shape the service.

8.2 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.

8.3 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, sex and sexual orientation.

Version	Amendment	By	Date
5.0	Three-year review	Steven Dennis	Feb 2015
6.0	Three-year review	Steven Dennis	Jun 2018
7.0	Three-year review	Ian Bamforth	Apr 2021
7.1	Change to equality and diversity statement following review by ET	Nikki De Sousa	Jul 2021
8.0	Three-year review	Stephen Humphreys	Apr 2024
9.0	Review following the 'Review of customer experience in repairs'	Kath Hicks ED Customer Operations	May 2025

¹ The ECIA for this policy is planned for Q2 25/26