



# Repairs Policy

**Responsibility:** Head of Operations  
**Approval date:**  
**Approved by:**  
**Review date:**

## Policy summary

A responsive repair is day-to-day maintenance work carried out in response to a request from a customer. It is our aim to have a reliable repairs service that keeps you safe, secure and warm and protects your home for future generations. It is important that this service is easy to use and that repairs are completed to a high standard that deliver value for money.

This policy explains how CHP will ensure that homes are repaired and maintained in line with legislation, customers' expectations and the terms and conditions of your Tenancy Agreement. It tells you how you can report a repair, what you can expect from a repairs appointment and what will happen after the repair is completed. It also explains our responsibilities for completing emergency repairs.

We will carry out repairs if damage has occurred through normal wear and tear in line with this policy. However, if a repair is needed that is not our responsibility or is caused by an accident, carelessness or vandalism, you will need to pay for the repair. This policy explains more about these chargeable repairs.

If you want to report a repair, call us on 0300 555 0500 or email [enquiries@chp.org.uk](mailto:enquiries@chp.org.uk). You can also contact us through our online portal, our website <https://www.chp.org.uk/contact-us> or via social media.

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## 1. Policy purpose

- 1.1 It is our aim to have a reliable repairs service that keeps you safe, secure and warm and protects your home for future generations. It is important that this service is easy to use and that repairs are completed to a high standard that deliver value for money.
- 1.2 This policy explains how we will ensure that homes are repaired and maintained in line with legislation, customers' expectations and the terms and conditions of your Tenancy Agreement. Through our approach to maintaining and improving the homes our customers live in, we will meet the Government's Home Standard.

## 2. Policy scope

- 2.1 Our repairs services are delivered in a number of ways to make sure that our customers are living in a well-maintained home.
- 2.2 A responsive repair is day-to-day maintenance work carried out in response to a request from a customer. In this policy we cover responsive repairs in all homes owned and managed by CHP.
- 2.3 The responsibilities for repairs to leasehold and shared ownership homes are outlined in your lease agreement. CHP is responsible for repairs and maintenance to the structure of the building and communal areas. View our Homeowners Policy for more details.
- 2.4 Repairs in new homes may be covered by a defects liability period. These repairs will be completed by the original developer and may have slightly different contractual arrangements affecting their response times and delivery. Please contact us for more details.
- 2.5 Our Planned Maintenance Policy covers our cycle of planned work to homes, for example, replacement of a kitchen or bathroom.

2.6 The following policies cover safety in your home. If you have a question about your safety please get in touch with us:

- Asbestos Policy;
- Electrical Safety Policy;
- Fire Safety Policy;
- Gas and Heating Systems Safety Policy;
- Lift Safety Policy;
- Water Hygiene (*Legionella*) Policy.

2.7 Further details of the regulatory and corporate context are set out in Appendix 1.

### 3. How to report a repair

3.1 It is our responsibility to make sure your home is in good condition and we will repair certain items inside your home. We will also make sure communal areas are in good condition. However, there are some repairs that you may be responsible for. You can find out more about responsibilities for repairs within your Tenancy Agreement and our Repairs and Maintenance leaflet.

3.2 If you need a repair that is CHP's responsibility, you should tell us as soon as you are aware of it so we can attend and resolve the problem. You can report a repair to us in the following ways:

- through our online services;
- calling us on 0300 555 0500;
- text relay via 18001 0300 555 0500;
- emailing [repairs@chp.org.uk](mailto:repairs@chp.org.uk);
- writing to us;
- visiting our office.

3.3 You can only report a repair if you are a customer of CHP. If a leasehold home is sublet, the tenant cannot request repairs directly to CHP.

3.4 If you are ending your tenancy you should tell us about any repairs that are needed before you move. This includes if you are mutually exchanging (see Mutual Exchange Policy for details).

3.4 If you have moved into your home by mutual exchange, there may be certain restrictions on the repairs that we will consider to be our responsibility. We will explain this to you when you mutual exchange, or you can view our Mutual Exchange Policy for further details.

### 4. Repairs appointments

4.1 If you need a repair we will make an appointment to carry this out at a time that suits you. We offer a variety of appointment times.

- 4.2 For repairs to your home, we'll confirm the time and date of your appointment by text or email. For work in communal areas, we'll not inform you of when we are visiting to complete the repair unless there's a direct impact on you.
- 4.3 It's important you are home for the appointment. We'll charge you £15 if you are not in when we come to complete the repair or if you cancel it less than 24 hours before the appointment time. If you're not in, we'll leave a card to tell you we've visited and ask you to get in touch with us. If we don't hear from you and the repair is a health and safety issue, we'll contact you to rebook the appointment.
- 4.4 If we don't attend the appointment when we say, we'll provide you with a goodwill gesture of £15 to say sorry. You can find out more in our Compensation and Goodwill Gesture Policy.

## **5. Carrying out the repair**

- 5.1 We aim to complete your repair during the first appointment and to fix it quickly to minimise disruption. If we can't do this we'll arrange a further appointment and keep you updated regarding this.
- 5.2 We'll provide advice and support, considering the needs of individual households if repair work may affect your health, safety and/or comfort.
- 5.3 We'll provide you with guidance before the repair takes place. For example, we'll ask you not to smoke and to keep work areas clear whilst we are present. We might ask you to arrange to move furniture and belongings that may be affected by the repair.
- 5.4 It's important that a person who is over 18 is at home as work cannot start or continue without an adult present.
- 5.5 The repair may be carried out by an employee of CHP or one of our approved contractors who has the skills to carry out the repair. We fully train employees to carry out their work to our required standard. We make sure that all contractors working for us are properly trained and work to the same standards as us. All employees and contractors will show you their ID card.
- 5.6 The housing sector has an integral role in the fight against climate change. Through the repairs that we do, we aim to increase the efficiency of homes.
- 5.7 Some repairs may affect the decoration of your home. If this happens, we'll 'make good' the area if we are at fault. If we aren't able to do this or if the cost would be recharged to you, we'll tell you before we start the work.

## **6. Emergency repairs**

- 6.1 An emergency repair is a fault that could not be foreseen and could cause serious damage to your home or be a danger to your health or safety. This could include dangerous electrics or severe leaks.
- 6.2 You can report an emergency repair to us 24-hours a day, 365 days a year.

- 6.3 We'll aim to attend emergency appointments within four hours of you reporting the repair to make sure your home is safe.
- 6.4 Sometimes other work may be needed to complete the repair. If this is the case, we'll make sure you are safe and arrange further appointments as needed as soon as possible and at a time to suit you.
- 6.5 In exceptional circumstances, such as during a period of sustained adverse weather, we may need to increase the timescales for emergency repairs. We will always consider your safety and keep you updated.

## **7. After your repair**

- 7.1 After your repair, we'll send you a survey by text or email asking your views on the repair. We'll use your feedback to improve the service we provide.
- 7.2 We will inspect a random selection of repairs to check the work has been completed to the correct standard. If you're unhappy with a repair, we'll always arrange an inspection.

## **8. Chargeable repairs**

- 8.1 We'll carry out repairs if damage has occurred through normal wear and tear in line with this policy. However, if a repair is needed that is not our responsibility or is caused by an accident, carelessness or vandalism, you'll need to pay for the repair.
- 8.2 We have fixed fees for the most common repairs, as detailed in our Chargeable Repairs leaflet. We'll explain the expected charges when you report the repair.
- 8.3 We'll normally ask for payment in advance, except if the work is required for health and safety reasons, or if failure to act could damage the structure of your home or an adjoining property.
- 8.4 We may reduce or remove the charge in exceptional circumstances, including:
- if the damage is criminal, caused either by an unknown person or in situations of domestic abuse or harassment. You must provide written confirmation from the police with an incident number to confirm the incident was reported to them. This does not apply to lost or stolen keys;
  - if damage is found following the end of a tenancy and it is considered insensitive or inappropriate to pursue the former customer or their next of kin for the charges. For example, if customers have been moved into hospital, residential care or they've died.
- 8.5 Where appropriate, we will deduct any chargeable repair costs from refunds due to you.

## 9. If you need to move in an emergency

- 9.1 If you cannot stay in your home following an emergency situation, we may ask you to move temporarily to alternative accommodation while we complete the repairs. This may include situations such as a fire, flood, storm or other unforeseen circumstances.
- 9.2 We'll always try to pre-empt decisions before moving you and will minimise disruption wherever possible. You can view our Decant Policy for further details.
- 9.2 We'll grant tenants who have been moved into alternative accommodation during any emergency or major repair work a tenancy with no less security on their return to their original home.

## 10. Right to repair

- 10.1 The Right to Repair Scheme covers small, urgent repairs costing up to £250 that, if not carried out within a prescribed period of time, are likely to jeopardise health or safety. The scheme enables tenants to be compensated if such repairs have not been completed within a prescribed period. The repairs that qualify are set out in legislation: <https://www.legislation.gov.uk/ukxi/1994/133/made>.
- 10.2 View our Compensation and Goodwill Gesture Policy for further details.

## 11. Repairs to empty homes

- 11.1 We aim to minimise the times homes remain empty between each letting to meet the housing needs within our communities and maximise our rental income.
- 11.2 When a customer tells us they want to end their tenancy, we'll carry out a pre-termination inspection of their home. This is to identify work the tenant needs to complete before they leave and to check for any unauthorised alterations. We will also identify if homes need major work by CHP and will arrange an asbestos survey. We'll advise the outgoing tenant of any damage that needs to be repaired, giving the tenant seven days to rectify problems before moving out. We'll also tell you about any recharges that may apply.
- 11.3 As soon as the home is empty, we'll assess whether repairs identified at the pre-termination inspection have been carried out and identify any more repairs needed. We'll recharge any cost of repairs caused by damage or any clearance of waste required.
- 11.4 When the home is empty, we'll carry out work to make sure it meets a minimum lettable standard before the new customer moves in. All homes must meet the current statutory minimum standards for housing, which are specified under the Decent Homes Standard. Homes must be in a reasonable state of repair, secure, safe, clean with reasonably modern facilities and services, and provide a reasonable degree of thermal comfort.

- 11.5 We may let some homes without all the standards being achieved if the work is programmed to be carried out within a set time period once the new person moves in. View our Planned Maintenance Policy for more details.
- 11.6 Whilst tenants are responsible for internal decorations, CHP will, in appropriate circumstances, provide a decorating pack to support you in decorating your new home. We may carry out redecoration in homes if there are signs of damage, the home has heavy nicotine staining or, in exceptional circumstances, if the home is difficult to let. We'll consider the needs of individual households when making decisions regarding decorating. You can find out more information about this in our Decorating Allowance leaflet.
- 11.7 We'll take all necessary steps to ensure empty homes are kept secure to prevent unauthorised entry and unlawful occupation. We will take reasonable steps to establish details of any squatters and take immediate action to remove them.

## **12. Insurance**

- 12.1 CHP's homes, buildings, and communal areas are covered by buildings insurance. If the cost of resolving a problem is above our excess, we will carry out the repairs and recover the cost from our insurance company.
- 12.2 As a customer you must make sure you have appropriate contents insurance in place to cover the contents of your home and any outbuildings.
- 12.2 You can view our Compensation and Goodwill Gesture Policy for further details.

## **13. Keeping customers informed**

- 13.1 We will explain to customers their responsibilities for carrying out repairs. We will also explain what to expect and to what timescale, and how to complain if you are unhappy with the service we provide.
- 13.2 We will publish information about our repairs service to our customers, including our performance.

## **14. Monitoring performance**

- 14.1 We monitor performance of our repairs to make sure they deliver value for money and are meeting the needs and priorities of our customers.
- 14.2 We have regular meetings with customer groups to monitor performance, review the operation of the repairs service, consult on changes and suggest improvements.
- 14.3 We survey customers to measure the quality of the service we provide. It is important that we listen to customer feedback, learn from this and use it to improve our service.

## **15. Equalities considerations**

- 15.1 An equality impact assessment has been completed for this policy.
- 15.2 When booking and completing repairs, we will consider the needs of individual households to ensure we understand the impact and adapt the way we work accordingly. We will communicate with customers to meet their needs.
- 15.3 We will monitor access to our repairs service by diversity strand to ensure we do not discriminate against any protected characteristic.

## **16. Policy consultation, approval and review**

- 16.1 This policy will be reviewed every three years, or as legislation changes.

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## Appendix 1: Policy context

<p><b>Corporate Strategy</b></p>	<p>This policy supports delivery of our Corporate Strategy objectives, in particular our objective of well-maintained, safe and sustainable homes. We will invest in the quality, safety and environmental sustainability of our homes. We will base our investment decisions on insights from customers and data about the condition of our homes. We will carry out improvement work to ensure our homes remain decent.</p>
<p><b>Regulatory Standards</b></p>	<p>This policy supports the <a href="#">Regulatory Standards</a>, which registered providers of social housing must meet. In particular, the Home Standard states the required outcomes and specific expectations for the quality of accommodation and repairs and maintenance.</p>
<p><b>Legislation</b></p>	<p>This policy supports the following legislation:</p> <ul style="list-style-type: none"> <li>• 18th Edition IET Wiring Regulations (BS7671);</li> <li>• Common hold and Leasehold Reform Act 2002;</li> <li>• Control of Substances Hazardous to Health Regulations 2002 (amended 2004);</li> <li>• Construction (Design and Management) Regulations 2015;</li> <li>• Data Protection Act 2018;</li> <li>• Defective Premises Act 1972;</li> <li>• Environmental Protection Act 1990;</li> <li>• Equality Act 2010;</li> <li>• Gas Safety (installations and Use) Regulations 1998;</li> <li>• Health and Safety at Work Act 1974;</li> <li>• Housing Act 2004;</li> <li>• Landlord and Tenant Act 1985;</li> <li>• Modern Slavery Act 2015;</li> <li>• Right to Repair Regulations 1994.</li> </ul>
<p><b>Related policies</b></p>	<p>This policy is linked to the following policies:</p> <ul style="list-style-type: none"> <li>• Adaptations Policy;</li> <li>• Asbestos Policy;</li> <li>• CDM Management Policy;</li> <li>• Compensation and Goodwill Gesture Policy;</li> <li>• Customer Dissatisfaction and Complaints Policy;</li> <li>• Electrical Safety Policy;</li> <li>• Fire Safety Policy;</li> <li>• Gas and Heating Systems Safety Policy;</li> <li>• Lift Safety Policy;</li> <li>• Permission for Improvements and Alterations Policy;</li> <li>• Planned Maintenance Policy;</li> <li>• Water Hygiene (Legionella) Policy.</li> </ul>
<p><b>Related documents</b></p>	<p>This policy is linked to the following documents:</p> <ul style="list-style-type: none"> <li>• Asset Management Strategy;</li> <li>• Chargeable Extras leaflet;</li> <li>• Environmental Strategy;</li> <li>• Financial Regulations;</li> <li>• Health and Safety Framework;</li> <li>• Lettable Standard;</li> <li>• Recharge Procedure</li> </ul>

- Repairs and Maintenance leaflet;
- Repairs Handbook;
- Tenancy Agreement;
- Value for Money Strategy.

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