



# Responsive Repairs Policy

|                |                        |             |  |
|----------------|------------------------|-------------|--|
| Reference      | Asset Operations       | Version     | 5  |
| Staff affected | All staff              | Issue date  | July 2021  |
| Approved by    | Director of Operations | Review Date | September 2017<br>September 2019<br>April 2021<br>April 2024<br>April 2025 |
| Lead Officer   | John Hudson            | Next Review | By April 2026  |

## 1 Purpose

1.1 This policy sets out our approach to the delivery of responsive repairs services to Arches Housing customers.

1.2 In recognition of the importance of repairs to customers, Arches is committed to:

- Delivering a service that meets excellent standards
- Reviewing and identifying service improvements with our customers
- Ensuring our homes are in good condition
- Ensuring our homes are sustainable for the long term
- Complying with legal requirements and standards
- Ensuring everyone is aware of their responsibilities
- Providing a service that aligns with the Asset Management Strategy
- Testing the service to ensure it is cost effective and represents value for money
- Providing safe and secure homes
- Carrying out repairs in one visit wherever possible
- Delivering excellent Customer Satisfaction

1.3 As well as a responsive repairs service there is also a planned programme which responds to condition surveys which are conducted on all Arches homes a minimum of every 5 years.

## 2 Responsive Repair Definition

2.1 Responsive Repairs are those which are sporadic, ad-hoc and unplanned. In the most part, responsive repairs are brought to our attention by our customers. However, they can be reported by a member of Arches staff, through an inspection, or a routine visit.

2.2 To ensure Arches homes meet with Arches Home Standard there will also be repairs that are completed on a rolling programme, these are referred to as cyclical repairs, they are included in responsive repairs as the standard was designed in response to customer feedback.

## 3 Policy Scope

3.1 This policy applies to all Arches homes where we have a responsibility and obligations for repairs under the tenancy agreement.

3.2 This policy applies to customers living in general needs and supported homes.

3.3 This includes individual homes and communal areas.

3.4 It does not apply to leaseholders or shared ownership homes as responsive repairs are designated as the leaseholders' responsibility under the terms of their lease.

- 3.5 It does not apply to communal areas where Arches does not have the majority of homes within a block. Or has contracted these responsibilities to a third party (called a managing agent). Arches will negotiate with managing agents to follow practices in this policy and liaise to report and ensure completion of repairs to communal areas.
- 3.6 The policy includes emergency out of hours' repairs.
- 3.7 This policy does not cover void repairs or adaptations which are dealt with under the Aids and Adaptation Policy and the Voids Management Policy.
- 3.8 Any works required to Arches homes as a result of a Statutory Notice from a Local Authority or Environmental Health Department will be dealt with under this policy. Usually this is a joint action plan between all parties and there will be clear communication with customers about what this means and the impact that it may have.
- 3.9 Defects and New Build Properties are not covered within this policy. That is because we will enforce the terms of warranty and defects liabilities in the first instance for reported repairs. For the first 12 months (known as the defects period) some items will be referred to the contractor who built the property to put right. Some items for example cracking, where the ceiling and wall or floor, skirting and wall meet, or "nail pops" in plaster will be put on hold and completed as a batch at the end of the defects period. However, if a repair that should be carried out as a defect or under warranty is an emergency and/or the original contractor cannot attend within the timescales required, Arches may undertake these works subject to approval from the Development Manager, Head of Asset Management or Operations Director.

## 4 Policy Statement

- 4.1 Staff discretion may be granted with permission from Operations Director or Head of Asset Management or Head of Housing Operations to deviate from this policy to better meet the needs of a vulnerable customer.
- 4.2 Contractual responsibilities for Arches and Arches customers are set out within Tenancy Agreements, however we expect our customers to:
  - 4.2.1 Keep the inside of their home clean and in good condition. Keep their gardens and communal areas clean and tidy. This includes maintaining grass, plants and tree branches within the property boundaries so as not to cause a nuisance to other customers or neighbours.
  - 4.2.2 Undertake minor repairs and avoid behaviour or doing anything which may result in blockages to pipes and drains.
  - 4.2.3 Report repairs quickly to prevent on-going damage.

4.2.4 Undertake and meet the cost of repairs that are listed as their responsibility.  
(see Appendix 2)

4.2.5 Provide access so that repairs can be carried out in accordance with the priority timescales set.

4.2.6 Treat their property with respect and care avoiding wilful damage and neglect.

4.3 Arches are committed to ensuring the safety of our customers, staff and any others in properties that we own or have a responsibility for managing through working together to meet mutual responsibilities.

4.4 Arches require our contractors to abide by all relevant legislation and technical guidance and keep up to date with any amendments.

4.5 Contractors will be monitored and annually checked with evidence submitted to confirm their compliance with our requirements.

4.6 Arches will enable easy access to the repairs service for customers, which is 24 hrs. There are multiple routes to report and monitor progress of repairs including telephone, in person, in our offices, email and via our website with secure account login.

## 5 Timescales for Completing Repairs

5.1 Responsive repairs will be carried out within certain timescales depending on which category the repair is in. Appendix 1 provides examples of the types of repairs in each category and the target timescale for completion. In short;

- Every responsive repair will be completed within a maximum of 28 days.
- An emergency repair will be completed within 24 hours
- An urgent repair will be completed within 7 days
- A routine repair will be completed within 28 days

A full explanation of the different the types of repairs in each category can be found in Appendix 2.

## 6 Legislation and Regulation

6.1 This policy is written in the context of the regulatory, legal and statutory obligations Arches is required to operate within and adhere to.

6.2 The following acts and regulations are not an exhaustive list but are the primary ones relating to repairs that all Registered Providers of Housing must meet are:

6.2.1 Landlord and Tenant Act 1985

6.2.3 Housing Act 2004

6.2.4 Commonhold and Leasehold Reform Act 2002

6.2.5 Party Wall Act 1996

6.2.6 Building Regulations

6.2.7 Health and Safety at Work Regulations

6.2.8 Right to Repair Regulations 1994

6.2.9 Decent Homes Standard

6.2.10 Housing Health and Safety Rating System

6.2.11 Defective Premises Act 1972

6.2.12 Environmental Protection Act 1990

6.2.13 Safety and Quality Standard

6.2.14 Social Housing Regulation Act 2023

## 7 A Well Governed Repairs Service

7.1 As well the regulatory and legislative standards, Arches Housing insist on other standards being met to ensure a sustainable repairs service. They are:

7.2 Authorisation of Works Orders & Variations

Financial authorisation limits are set for all staff. These are detailed in the Arches Delegation Framework. This ensures Financial Regulations are met. All work orders will be authorised within controlled limits. However, to prevent an emergency repair not being completed within the expected timeframe contractors are able to respond to emergencies without an order being authorised if necessary, via a telephone request. Contractors may require variations to an order.

7.3 Pre works and Post works Inspections

A “pre inspection” may be arranged for a Surveyor or Reinvestment Manager to assess a repair and order the right part or contractor or to specify the scope of the repair. All repairs with a works cost more than £500 are reviewed after the repair has been completed, we call this a “post inspection” and it is to ensure that the repair was carried out to the required specification. In addition to this, a minimum of 10% of all completed repairs excluding emergencies will also be subject to a post inspection.

Major repairs and repairs that are required because of a customer complaint, threat, legal action or notice will have both a pre and post inspection.

## 7.4 Code of Conduct

Arches expect all our contractors to sign up to a code of conduct and ensure that their employees and subcontractors behave respectfully and professionally when carrying out repairs in customers' homes.

## 7.5 Contractor Annual Check

We will check all our contractors annually for the following:

- 7.5.1 Valid employers and public liability insurance
- 7.5.2 Relevant qualifications and official registrations per employee
- 7.5.3 Contact details – name, address, email, phone numbers etc.
- 7.5.4 Bank account details
- 7.5.5 Credit report
- 7.5.6 List and contact details of all operatives who will work on this contract
- 7.5.7 Waste Licence
- 7.5.8 Health and Safety policies
- 7.5.9 Evidence of Asbestos Awareness annual training
- 7.5.10 Equal Opportunities Policy
- 7.5.11 Vehicle details
- 7.5.12 DBS checks for employees working on our properties

## 7.6 Chargeable Repairs

7.6.1 Arches Housing reserves the right to recharge tenants for responsive repairs that are caused by a result of neglect, wilful damage or misuse (including accidental damage) by the tenant, their family or their visitors.

7.6.2 Arches Housing will recharge when work is carried out by Arches for which we have no legal or contractual responsibility.

7.6.3 Arches Housing will recharge when repairs are required to an empty property due to damage or unapproved alterations by the former tenant.

7.6.4 The Chargeable Repairs Policy describes in full our approach to charging customers for repairs and related costs they're responsible for. It describes:

- When we'll charge for repairs
- How we'll charge for repairs
- What happens if residents don't pay recharges
- What residents can do if they're not happy with a charge.

## 7.8 Major Repairs

Any repair(s) that will be expected to cost more than £ 5000 will be classed as a major repair. Decisions to proceed with completing major repairs should be taken after a value for money asset appraisal.

## 7.9 Insurance

It is customers and leaseholders/shared owner's responsibility to insure their homes contents. The exception is Leaseholders and shared owners, who pay Arches Homes a service charge to cover insuring the buildings insurance on their home.

## 7.10 Right to Repair

Arches Housing recognises the Right to Repair and in certain circumstances compensation is claimable if the association fails to complete the qualifying repairs within the specified period. See Appendix 3.

# 8. Organisation Roles and Responsibilities

## 8.1 Chief Executive

The Chief Executive and ultimately the Board have overall responsibility for this Repairs Policy, but delegate actions to a 'Duty Holder' and responsible staff. These actions also relate to contractors acting on behalf of Arches. Key actions are set out below;

- Ensuring adequate resources are allocated to managing the risks and legal responsibilities relating to repair responsibilities and obligations
- Ensuring adequate processes and procedures are in place to manage the risks and legal obligations relating to repairs
- Ensuring sufficient information, instruction and training is carried out
- Monitoring the performance of staff and contractors
- Ensuring that members of the public, staff and contractors are not unnecessarily exposed to risk
- Ensuring that Arches complies with its overall legal duties

## 8.2 Director of Operations – 'Duty Holder'

The Director of Operations shall serve as the Repairs 'Duty Holder' and be responsible for the strategic management of repairs within Arches Housing, reporting directly to the Chief Executive and shall:

- Formulate and revise Arches policy
- Facilitate audits to ensure that the provisions within the Repairs policy are being met
- Ensure that repairs policies and procedures are maintained and up to date
- Ensure notices or incidents relating to disrepair or breaches of Decent Homes or the Health and Housing Safety Rating System related incidents are reported, investigated and controls introduced to reduce the risk of such events taking place or recurring

- Ensure risks arising from breaching repairs responsibilities are recorded reviewed and mitigated
- Ensure adequate training is maintained to effectively manage a repairs service to meet our responsibilities and obligations
- Appoint a designated deputy (Head of Asset Management – Responsible Person) to provide cover in their absence
- Maintain an up-to-date knowledge of legislative requirements and best practice
- Ensure all relevant staff receives adequate information, instruction and training. This includes the provision of regular refresher training to maintain skills

### 8.3 Head of Asset Management – ‘Responsible Person’

The ‘Responsible Person’ is the Head of Asset Management, who with the support of the Asset Team is the operational lead for the day to day running and implementation of the Repairs Policy, and they will:

- Provide advice on the application of this policy on an individual case by case basis and challenge to deliver a service that our customers feedback is positive
- Ensure that all assets are designated with repair responsibilities (leaseholder, shared owner, tenant or managing agent)
- Ensure systems in place for identifying defects, duplicate repair reports and ensure call backs on repairs recently completed
- Manage the contractors on a day-to-day basis and feedback to the Operations Director and issues or concerns in relation to the adherence to this policy
- Be the business owner of the data within the systems that feed the repairs service, ensuring robust processes are in place for accurate logging of repairs and diagnosis
- Be the business owner for the Key Performance Indicators and monitor and manage repair completions against priorities and targets
- Provide repairs policy information to staff, contractors, tenants and members of the public as required
- Ensure adequate training is maintained organisationally and in accordance with current regulations for the delivery of the repairs service
- Appoint a designated deputy as appropriate to provide cover in their absence

## 9. Employees

### 9.1 All Employees, irrespective of their position shall:

- Identify and report repairs as part of their daily duties

- Take reasonable care for their own health and safety and that of other persons who may be adversely affected by repairs and faults, including members of the public, tenants, visitors and contractors
- Co-operate as appropriate with other staff and agencies to ensure compliance with this policy and all other legal requirements
- Report any concerns that they may have in relation to the management of the repairs service or this policy to the Operations Director or Chief Executive

## 10. Customers: Tenants and Leaseholders

### 10.1 Our customers are responsible for:

- Allowing access to undertake repairs
- Reporting of repair items
- Seeking permission to make improvements. Not carrying out alterations without requesting permission **and** receiving Arches permission
- Using an appropriately qualified (Gas Safe for gas work or NICEIC or equivalent for electrical work) or competent tradesperson for any work where permission has been given.
- Immediately reporting any concerns or damage which may affect the fabric or fixtures of the building
- Being responsible for finding out what their obligations are and maintaining their home and appliances in a safe order and good state of repair

### 10.2 Leaseholders and shared owners

Leaseholders and Shared Owners homes are not the responsibility of Arches for the purposes of undertaking repairs to the individual properties; the responsibility for this remains with the leaseholder/shared owner.

## 11. Contractors

Arches will maintain an approved list of contractors to carry out repairs under this policy. In some instances, specialist work will be required, and relevant accreditation and checks including qualifications, availability, skill and expertise will be required.

## 12. Communication and Access

12.1 Customers will be able to have 24 hrs access to report and monitor progress of repairs including telephone, in person in our offices, email and via our website with secure account login.

12.2 Arches Housing or contractors on behalf of Arches will contact customers in advance via telephone, text or appointment card to notify of an appointment for a repair unless the repair has been identified as an emergency in which case tenants should provide access for the next 24 hr period.

- 12.3 Customers will have the opportunity to rearrange appointments made where these are not suitable. If a tenant does not allow access for a matter that is a risk to Health and Safety enforcement of the grounds in the tenancy agreement, or an injunction will be sought to carry out the repair.
- 12.4 Access must be provided in line with the terms of the tenancy agreement to contractors working on behalf of Arches Housing and/or staff to carry out repairs or inspections under this policy
- 12.5 Access must be via the tenant or a member of the household who is over 18 or the contractor or staff member will not be able to enter the property. A person over 18 will need to be present throughout a visit while repairs or an inspection is completed.

### 13. Quality and Value for Money

- 13.1 Arches Housing requires work to be completed to a high-quality standard, providing value for money and is working towards a “right first time” completion target.
- 13.2 Monthly contract monitoring and performance meetings are held with each contractor and reported to Executive Leadership Team.
- 13.3 Arches Housing will benchmark performance and cost via HouseMark and the Regulator of Social Housing average cost per unit and other sources where available.
- 13.4 The repairs service will be subject to scrutiny as part of the role of the Customer Excellence Panel to identify areas for improvement and outcomes of the service delivery.

### 14. Review

- 14.1 This Policy shall be reviewed and updated by the Repairs Duty Holder (Director of Operations) if there are any significant changes to current Legislation. It will also be reviewed if there are any serious repair incidents, if any reason comes to light to suggest that the Repairs Policy is inadequate or within 3 years of the policy being approved.

### 15. Governance and Assurance

- 15.1 Exception reporting in relation to Arches legal or regulatory responsibility and/or health and safety for repairs service will be reported to the board quarterly.
- 15.2 Key Performance Indicators performance metrics will be reported to the board or its committees at agreed intervals:

- Gas Servicing - number of properties where a gas service has been carried out in the last 12 months as a % of total number of properties where we are responsible for the gas service
- Repairs Completed on Time by category – number of repairs that have been completed on time in the financial year as a % of total number of repairs for emergency, urgent and routine.
- First time fix rate as a percentage
- Customer satisfaction with last repair completed

15.3 Independent external assurance will be sought periodically to ensure that the repairs service is delivering outcomes for customers and value for money.

15.4 A quality control regime is in place to assess the quality and value for money of repairs across Arches homes, and this will be reviewed annually.

## 16. Equality and Diversity

16.1 All involved will recognise their ethical and a legal duty to advance equality of opportunity and prevent discrimination on the grounds of; age, sex, sexual orientation, disability, race, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership.

## 15. Publicising this Policy

15.1 The policy relating to repairs will be publicised on the Arches Website.



## Appendix 1

### Responsive Repairs Policy

### Repair Examples and Priorities

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### Cyclical Programmes

|                       |                        |                         |  |
|-----------------------|------------------------|-------------------------|--|
| <b>Reference</b>      | Asset Operations       | <b>Version</b>          | 5  |
| <b>Staff affected</b> | All staff              | <b>Issue date</b>       | July 2021  |
| <b>Approved by</b>    | Director of Operations | <b>Review Date</b>      | September 2017<br>September 2019<br>April 2021<br>April 2024<br>April 2025 |
| <b>Lead Officer</b>   | John Hudson            | <b>Next review date</b> | By April 2026  |

## **MAINTENANCE REPAIRS PRIORITIES**

It is our aim to provide a prompt and efficient repairs service to our tenants and residents. To assist us, repairs are prioritised in accordance with the table shown below.

Every effort will be made to complete repairs under the priority within the timescale.

For repairs where the response is within 24 hrs due to health and safety, the nature of the problem may mean it is necessary to make safe and return on a second visit to complete the repair.

Note: these priorities are to be used as a guide only and would be adjusted to reflect the needs of vulnerable tenants and residents.

### **EMERGENCIES - response within 24 hrs**

- Loss of heating or hot water between 31 October and 1 May where there is no other form of heating or hot water for calls received during office hours
- Total loss of electric power (unless fault due to Statutory Suppliers)
- Unsafe power or lighting sockets or electrical fittings risk to health and safety.
- Total loss of water supply (unless fault due to Statutory Suppliers)
- Loss of gas supply (unless fault due to Statutory Suppliers)
- Flooding
- Blocked or leaking drain taking sewage from home, soil stack or toilet (if there is no other working toilet in your home)
- Property insecure as a result of window or door which will not close properly (note: door locks are tenant responsibility)
- Severe leak from water or heating pipe, water tank or cistern
- Toilet not flushing or blocked (if there is no other working toilet in your home)
- Boarding up windows/doors where security is at risk
- Gas leaks
- Storm damage
- Fire damage
- Graffiti
- Dangerous structure
- Tap that won't stop running
- Water ingress through roof or ceiling
- Where a door-entry system is faulty, and residents or visitors cannot enter or leave the block (we will do a temporary repair so people can get in and out).

## **URGENT – response within 7 DAYS**

- Loss of heating or hot water between 30 April and 1 November where there is another form of heating or hot water available in the property
- Loss of some electric power (unless fault due to Statutory Suppliers)
- Loss of part of water supply (unless fault due to Statutory Suppliers)
- Toilet not flushing when there is more than one toilet in the property
- Leak from roof where water ingress to property is not a health and safety risk
- Severe mould and dampness
- Faulty communal TV aerial
- Loose or broken banister or handrail.
- Rotten flooring or stair tread
- Extractor fan in kitchen or bathroom not working
- Door entry systems (this excludes the lock to individual unit doors)
- Blocked sink, bath or basin.
- Taps which are dripping and cannot be turned on or off
- Minor water leaks from any pipe work
- Re glazing
- Water hammer
- Running Overflow

## **ROUTINE – response within 28 days**

- General joinery repairs
- Repairs to external walls, fences and paths which are not a health and safety risk
- Ease doors and windows
- Roof and gutter repairs and cleaning
- Repairs to plaster work
- Minor plumbing repairs
- Repairs to tiling
- Repairs to kitchen fittings
- Repairs to ironmongery

## **CYCLICAL PROGRAMMES**

Servicing and maintenance cyclical programmes for the following items will be provided where applicable:

- External decoration
- Internal decoration of communal areas in blocks
- Boilers and hot water systems
- Electrics
- Mechanical disabled adaptations e.g. stair lifts, hoists, through floor lifts etc
- Water Hygiene (including legionella testing)
- Fire Alarms
- Emergency Lighting
- Fire Fighting Equipment



## Appendix 2

### Repair Responsibilities

### Responsive Repairs Policy

|                       |                        |                    |  |
|-----------------------|------------------------|--------------------|--|
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| <b>Lead Officer</b>   | John Hudson            | <b>Next Review</b> | By April 2026  |

## Repair Responsibilities

The following lists, shows the main types of repairs, and who has responsibility for them.

### Landlord Responsibilities

| Type of Repair   | Comments   |
|--|--|
| Drains, gutters, external pipes, communal areas                              |  |
| Electrical sockets, smoke alarms and light fittings                          | Not plugs or items we have not provided or adopted or batteries for smoke alarms. If damage is caused by items not provided by Arches a charge will be made if we are required to attend and repair/make safe. |
| Showers, extractor fans and ventilation systems                              | But not shower curtains, shower head and hoses   |
| Kitchen units, basins, baths, toilets, flushing systems and waste pipes      | Unless caused by inappropriate use or negligence – if this is the cause and we are required to attend a charge would be made.  |
| Plumbing repairs and leaks   | Unless the connection or hose to a washing machine   |
| Water heaters, boilers, fireplaces, fitted fires and radiators               | Does not include bleeding radiators  |
| Water pipes and tanks, gas pipes and electrical wiring                       |  |
| Outside walls, doors, windowsills, woodwork, window frames, fences and gates |  |

### Tenant Responsibilities

| Type of Repair   | Comments  |
|--|---|
| Shower heads and hoses, curtains, plugs and chains to sinks & bath               |   |
| Toilet seats, toilet roll holders and towel rails                                |   |
| Burst pipes and blockages  | If caused by inappropriate use or negligence – if we attend a charge will be made |
| Electrical appliances, plugs, fuses, light bulbs and re-setting circuit breakers | Unless items provided by us caused the fault                                      |
| External and internal windows  | Unless caused by a structural fault or vandalism                                  |

| Type of Repair  | Comments   |
|---|--|
| Items fitted by you, gifted to you or accepted from previous tenants              | Such as sheds, shelves, curtain battens and rails, hooks   |
| Keeping gullies clear   | Except communal gullies  |
| Internal doors, internal decorations and minor plaster cracks                     | Including adjusting doors for floor coverings  |
| Lifting and/or relaying flooring including laminate to allow access for repairs   |  |
| Washing lines, rotary dryers, sheds   | Any of these items present are gifted to tenants on taking the tenancy   |
| Plumbing for washing machines, dishwashers, etc                                   | Unless provided by us but specifically does not include hose connections   |
| Pilot lights, bleeding radiators  | Including resetting any heating controls   |
| Lost or broken keys and lock changes  |  |
| Infestations  | By ants, wasps, bees, cockroaches, mice, rats or bedbugs unless in a block communal area or in individual dwellings is a breach of Environmental Health legislation (this would be chargeable under our Chargeable Repairs Policy) |
| Individual television aerials, satellite dishes, radio aerials & telephone points | Unless a communal aerial or satellite dish is provided   |
| Gardens and dustbins  | Except in a communal area includes maintaining/cutting trees and hedges in your own garden area  |

If you are ever in any doubt about who is responsible for different types of repairs, please contact us on 0114 2288100.



## Appendix 3

### Right to Repair

#### Responsive Repairs Policy

|                       |                        |                    |  |
|-----------------------|------------------------|--------------------|--|
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## RIGHT TO REPAIR AND COMPENSATION

### 1. Introduction

- 1.1. A right to compensation for failure to repair is advocated for housing association tenants.
- 1.2. As your landlord we have the responsibility for maintaining the structure and fabric of your home.
- 1.3. In some cases, if repair work is not done on time, you can ask us to get another contractor to do it instead.
- 1.4. If it is still not done on time by the second contractor, you may be able to receive compensation. This is known as “The Right to Repair”.

### 2. Qualifying Repairs

- 2.1. The association is required to define a “qualifying repair” for the purposes of the scheme. This should be a repair that if not carried out will jeopardise the health, safety or security of the tenant, and will not cost more than the “qualifying figure” which is £ 250.00. “Qualifying repairs” cannot be claimed if these are designated in appendix 2 Tenant Responsibility.
- 2.2. Listed below is a list of “qualifying repairs” and the timescale (priorities) for completion which are covered by the right to repair scheme:

- Total loss of electric power (unless fault due to Statutory Suppliers). 1 day
- Unsafe power or lighting sockets or electrical fittings. 1 day
- Total loss of water supply (unless fault due to Statutory Suppliers) 1 day
- Loss of gas supply (unless fault due to Statutory Suppliers) 1 day
- Blocked flue to open fire or boiler 1 day
- Loss of heating or hot water between **31 October and 1 May** 1 day
- Blocked or leaking drain taking sewage from home, soil stack or toilet 1 day (if there is no other working toilet in your home).
- Window or door which will not close properly – health and safety risk 1 day
- Severe leak from water or heating pipe, water tank or cistern 1 day
- Toilet not flushing (if there is no other working toilet in your home) 1 day
- Boarding up windows/doors where security is at risk 1 day
- Loss of heating or hot water between **30 April and 1 November** 3 days
- Loss of some electric power (unless fault due to Statutory Suppliers) 3 days
- Loss of part of water supply (unless fault due to Statutory Suppliers) 3 days
- Toilet not flushing when there is more than one toilet in the property. 3 days
- Blocked sink, bath or basin. 3 days
- Taps which cannot be turned on or off 3 days
- Leak from roof (taking account of weather conditions) 3 days
- Loose or broken banister or handrail. 3 days
- Rotten flooring or stair tread 3 days
- Extractor fan in kitchen or bathroom not working 7 days
- Door entry systems 7 days

### **3. Failure to Complete within Target Time**

- 3.1. In order to qualify for compensation a set procedure must be followed.
- 3.2. The tenant must inform the association within 21 days of the repair not being carried out.
- 3.3. If the association fails to complete a repair out within the target set timescale **you must inform us**. A job order for a different contractor to carry out the work will then be issued.
- 3.4. If the second contractor fails to carry out the work you will be entitled to compensation.
- 3.5. The Right to Repair will not apply if you fail to provide access for an inspection of the work or for the repair to be carried out.
- 3.6. The Right to Repair will not apply if the cost of the work is more than £250.00.
- 3.7. Exceptional circumstances which are beyond the associations control, for example very bad weather, time periods for carrying out “qualifying repairs” can be suspended.
- 3.8. Compensation rules will not apply if the delay is due to parts or materials being on order.
- 3.9. Compensation rules will not apply if the repair required is defined under appendix 2 as tenant responsibility.

### **4. Compensation Rates**

- 4.1. The association will pay a standard rate of compensation of £ 10.00. An additional £ 2.00 per day (up to a maximum of £ 50.00) for every day the repair remains outstanding after the end of the second period.
- 4.2. The compensation payment will be processed and if eligible made within 28 days of request by the tenant