



Responsive Repairs Policy

Reference	Asset Operations	Version	4
Staff affected	All staff	Issue date	July 2021
Approved by	Director of Operations	Review Date	September 2017 September 2019 April 2021 April 2024
Lead Officer	John Hudson	Next Review	By April 2025

1 Purpose

- 1.1 This policy sets out our approach to the delivery of responsive repairs services to our customers.
- 1.2 It applies to all properties where Arches has a responsibility and obligations under the tenancy agreement for repairs.
- 1.3 The full provisions of this policy applies to customers living in general needs and supported housing.
- 1.4 This includes individual homes/properties and communal areas.
- 1.5 It does not apply to leaseholders or shared owners individual homes as this is designated as the leaseholders' responsibility under the terms of the lease.
- 1.6 It does not apply to communal areas where Arches is not the majority landlord or has contracted these responsibilities to 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 common areas.
- 1.7 Arches recognises the repairs service is one of our most important functions as a landlord and is committed to:
 - 1.7.1. Delivering a service that meets our repairs standard
 - 1.7.2. Review the service in conjunction with our customers
 - 1.7.3. Ensure our stock is in good condition
 - 1.7.4. Safeguards the future of the stock
 - 1.7.5. Complies with legal requirements and meets our contractual obligations
 - 1.7.6. Ensure all are aware of their responsibilities
 - 1.7.7. Provide a service that compliments the asset management strategy
 - 1.7.8. Test the service to ensure it is cost effective and value for money
 - 1.7.9. Providing a safe and secure home
 - 1.7.10. Carry out repairs in one visit where possible
 - 1.7.11. A service that is rated in the top quartile for Customer Satisfaction
- 1.8 The repairs service is linked to planned programmes through a stock condition survey which will be undertaken every 5 years.

2 References

- 2.1 Responsive Repairs are those which are sporadic, ad-hoc, cannot be deferred and unplanned and in the most part are brought to our attention by our customers but can be reported by a member of Arches staff through an inspection or routine visit.
- 2.2 The policy will provide a repairs service including out of hours' emergency and cyclical programmes to components and installations to rectify faults and maintain upkeep to prevent them falling into disrepair.
- 2.3 Responsive repairs should be carried out within a maximum of 28 days. Timescale priorities will be set depending on the type of work for carrying out repairs within either 24hrs (emergency), 7 days or 28 days. Appendix 1 provides examples of the types of repairs and timescales and items covered by cyclical programmes.
- 2.4 This policy does not cover void repairs or adaptations which are dealt with under their own policy.
- 2.5 This policy will deal with any works that are required as a result of Arches being served with a statutory notice by the Environmental Health Department of a local authority. Arches intention through its policies is to ensure notices of this nature are not received but acknowledge on occasion this may be the case. Where they are, Arches will work with the local authority to resolve the situation through an agreed plan of action.
- 2.6 If staff identify the need to deviate from the repairs policy to enable flexibility to repair priorities and services to take into account the needs of vulnerable tenants and residents this will require authorisation from the Operations Director or Head of Asset or Head of Housing Operations; this will include but not exclusively: elderly (persons over pensionable age), disabled (persons with a registered disability) or people with support needs.

3 Policy Statement

- 3.1 The tenancy or leasehold agreements' set out the contractual responsibilities for Arches and our customers.
- 3.2 Generally we expect our customers to:
 - 3.2.1 Keep the inside of their home clean and in good condition and 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.
 - 3.2.2 Undertake minor repairs and avoid behaviour or doing anything which may result in blockages to pipes and drains.

3.2.3 Report repairs quickly to prevent on-going damage

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

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

3.2.6 Treat their property with respect and care avoiding wilful damage and neglect

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

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

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

3.6 Easy access to the repairs service will be offered to enable customers 24 hrs access through different routes to report and monitor progress of repairs including telephone, in person in our offices, email and via our website with secure account login.

4 Responsive Repairs Policy

4.1 Legislation and Regulation

This policy is written in the context of the regulatory, legal and statutory obligations Arches is required to operate within and adhere to in the formulation of its policy. The repairs service will meet these requirements.

4.2 The following acts and regulations are not an exhaustive list but are the primary ones relating to repairs that registered providers have to meet and these maybe added to or amended as required in the future:

4.2.1 Homes and Communities Home Standard

4.2.2 Landlord and Tenant Act 1985

4.2.3 Housing Act 2004

4.2.4 Commonhold and Leasehold Reform Act 2002

4.2.5 Party Wall Act 1996

4.2.6 Building Regulations

4.2.7 Health and Safety at Work Regulations

4.2.8 Right to Repair Regulations 1994

4.2.9 Decent Homes Standard

4.2.10 Housing Health and Safety Rating System

4.2.11 Defective Premises Act 1972

4.2.12 Environmental Protection Act 1990

4.3 Any other asset health and safety relating to legislation or regulation e.g. Fire Safety, Water Hygiene, Gas Safety, Periodic Electric Testing, Asbestos

4.4 Contractual Landlord Repair Responsibilities and Obligations are set out in the tenancy and leasehold agreements. Arches will provide repair services to fulfil these responsibilities and obligations.

4.5 Contractual Tenant Responsibilities and Obligations are set out in the tenancy and leasehold agreements.

4.6 Authorisation of Works Orders & Variations

Authorisation limits are set and controlled and detailed in Arches Delegation Framework which includes Financial Regulations. All orders will be authorised within these limits but 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. Limits for authorisation of variations apply in the same way as authorisation limits. Contractors can continue with work without seeking authority from Arches up to £ 100.

4.7 Pre and Post Inspections

A “pre inspection” may be arranged for the Surveyor or Reinvestment Manager to assess a repair and order a solution. All repairs in excess of £ 500 are reviewed for “post inspection” plus a minimum of 10% up to 20% of all completed repairs excluding emergencies.

Major repairs and repairs that are required due to a complaint, threat or legal action or notice will have a pre and post inspections.

4.8 Code of Conduct

We expect all our contractors to sign up to a code of conduct and ensure that their employees and subcontractors are familiar with the contents of the Code, and observe its requirements at all times whilst working in and upon the Association’s properties.

4.9 Contractor Annual Check

We will check all our contractors annually for the following:

- 4.9.1 Valid employers and public liability insurance
- 4.9.2 Relevant qualifications and official registrations per employee
- 4.9.3 Contact details – name, address, email, phone numbers etc.
- 4.9.4 Bank account details
- 4.9.5 Credit report
- 4.9.6 List and contact details of all operatives who will work on this contract
- 4.9.7 Waste Licence
- 4.9.8 Health and Safety policies
- 4.9.9 Evidence of Asbestos Awareness annual training
- 4.9.10 Equal Opportunities Policy
- 4.9.11 Vehicle details
- 4.9.12 DBS checks for employees working on our properties

4.10 Chargeable Repairs

4.10.1 The association 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.

4.10.2 The association will recharge when work is carried out by Arches for which we have no legal or contractual responsibility.

4.10.3 The association will recharge when repairs are required to an empty property due to damage or unapproved alterations by the former tenant.

4.10.4 The Chargeable Repairs Policy describes in full our approach to charging residents 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.

4.11 Access

4.11.1 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

4.11.2 Access has to 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

4.11.3 Abortive visits for no access will be chargeable under our Chargeable Repairs Policy unless 24 hours' notice is given to cancel or re-arrange.

4.12 Advice and Information to Tenants

Information on basic maintenance issues will be available on our website alongside this policy.

4.12 Defects and New Build Properties

We will enforce the terms of warranty and defects liabilities in the first instance for items that are reported as repairs. For the first 12 months some items will be referred back to the contractor who built the house 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. 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 Operations or Operations Director.

4.13 Major Repairs

Any repair(s) that will be expected to cost in excess of £ 5000 will be considered to be a major repair. Decisions to go ahead with major repairs should be taken after a value for money asset appraisal.

4.14 Insurance

It is tenants and leaseholders/shared owner's responsibility to insure their contents. Arches will advise households to take out appropriate insurance cover for personal belongings as a result of theft, flooding, fire or accidental damage.

Leaseholders and shared owners pay Arches a service charge to cover insuring the buildings insurance on their home.

4.15 Right to Repair

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

5. Organisation Roles and Responsibilities

5.1 Chief Executive

The Chief Executive and ultimately the Board have overall responsibility for the 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

5.2 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 Operations – 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

5.3 Head of Asset Operations – ‘Responsible Person’

The ‘Responsible Person’ is the Head of Asset Operations, 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 KPIs 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

6. Employees

6.1 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

7. Tenants and Leaseholders

7.1 In undertaking our duties, we will ensure that General Needs and Supported Housing tenants are aware of their responsibilities including:

- Allowing access to undertake repairs

- Reporting of repair items
- Not to make improvements or carry out alterations without requesting permission and receiving Arches expressed permission
- Not to use 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 or to undertake repairs that are not Arches responsibility
- 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

7.2 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.

8. 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.

9. Communication and Access

- 9.1 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.
- 9.2 The Association or contractors on behalf of Arches will contact tenants 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.
- 9.3 Each tenant 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.
- 9.4 Abortive visits for no access will be chargeable under our Chargeable Repairs Policy unless 24 hours' notice is given to cancel or re-arrange

- 9.5 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
- 9.6 Access has to 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.

10. Quality and Value for Money

- 10.1 The association requires work to be completed to a high quality standard, providing value for money and is working towards a “right first time” completion target.
- 10.2 Monthly contract monitoring and performance meetings are held with each contractor and reported to Executive Leadership Team.
- 10.3 The association will benchmark performance and cost via Housemark, Homes and Communities Agency average cost per unit and other sources where available.
- 10.4 The 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.

11. Review

- 11.1 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.

12. Governance and Assurance

- 12.1 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.
- 12.2 KPI performance will be reported to the board quarterly:
- 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 Priority – 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.

12.3 Independent external assurance will be sought periodically but no less than every 3 years to ensure compliance with Arches legal and regulatory responsibility in relation to repairs service.

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

13. Equality and Diversity

13.1 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.

14. Publicising this Policy

14.1 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

Reference	Asset Operations	Version	4
Staff affected	All staff	Issue date	July 2021
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Lead Officer	John Hudson	Next review date	By April 2025

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

Reference	Asset Operations	Version	4
Staff affected	All staff	Issue date	July 2021
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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, window sills, 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
Items fitted by you, gifted to you or accepted from previous tenants	Such as sheds, shelves, curtain battens and rails, hooks

Type of Repair	Comments
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 areas 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

Reference	Asset Operations	Version	3
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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 • (if there is no other working toilet in your home).	1 day
• 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