

<b>Repairs Policy</b>	
<b>Document Owner:</b> Director of Property Services	<b>Business Ref:</b> PO-PL-001
<b>Date Approved:</b> May 2026	<b>Review Date:</b> May 2029

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### 1.0 Purpose

1.1 This policy sets out Beyond Housing’s approach to delivering responsive repairs to customers’ homes, including gardens, yards, and associated outbuildings. It explains the standards customers can expect, how repairs will be prioritised and delivered, and the responsibilities of both Beyond Housing and customers.

### 2.0 Scope

2.1 This policy applies to homes owned and managed by Beyond Housing that are rented for domestic use. It does not apply to leasehold, shared ownership, commercial, or other non-domestic properties

2.2 This policy applies to all responsive repairs reported by customers, third parties, colleagues, or contractors, and to all colleagues and contractors involved in the delivery, management, or oversight of the repair service.

2.3 It does not apply to planned investment works, compliance servicing, or void repairs, which are managed through separate policies and procedures, including:

- Empty homes policy
- External contractor access procedure
- Electrical safety policy
- Gas and heating safety management policy.

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### 3.0 Definitions

- 3.1 **Repair** – A repair undertaken to restore an item, component, installation, or part of a property to safe and proper working order.
- 3.2 **Property** – the home in which a customer lives and the garden, yard, and any attached outbuildings
- 3.3 **Emergency repair** – a repair that presents an immediate and significant risk to the health and safety of a customer, colleague, or member of the public, or that provides an immediate risk to the fabric and integrity of the property if not made safe immediately
- 3.4 **Urgent repair** – a repair that would present a risk to health and safety, or to the fabric of the property if it were to be completed via the standard appointment system
- 3.5 **Routine repair** – a repair that does not present a risk to health and safety, or to the property, and that can be completed through an agreed appointment
- 3.6 **Planned repair** – a repair that does not present a risk to health and safety, or to the property, and that can be more efficiently completed via a programme of similar works
- 3.7 **Beyond Housing responsibility** – any defect/repair that is included in our service offer and that is completed by Beyond Housing
- 3.8 **Customer responsibility** – any defect/repair that is the responsibility of the customer and that is not included within our service offer.
- 3.9 **Safety critical repairs** – a repair identified as high a risk and needing to be completed to ensure the safety of our customers and property
- 3.10 **Awaab’s Law** - Legislation and guidance introduced in October 2025 including requirements to carry out investigations, complete safety and remedial work and send written summaries within prescribed timescales and to keep customers safe and informed.

### 4.0 Responsibilities

- 4.1 The policy owner is the director of property services.
- 4.2 The following teams are responsible for the delivery this policy:
- Property Services teams, including management of external contractors
  - Customer Services
  - Reach & Respond (out of hours).
- 4.3 All colleagues are responsible for supporting compliance with this policy and associated procedures, including identifying and reporting emergency repairs, supporting compliance

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with Awaab’s Law requirements, and ensuring customers are kept informed about appointments, delays, and changes to repair activity.

- 4.4 Corporate functions (e.g., Performance, Insight, Risk) and external partners (e.g., contractors) may support the delivery and management of this policy.

## 5.0 Legislative and statutory requirements

- 5.1 Beyond Housing will deliver repairs services in line with all relevant legislation, regulatory requirements, and applicable consumer standards, including the Homes Standard.

- 5.2 The main areas of legislation relevant to this policy and the delivery of repairs include:

- Defective Premises Act 1972
- Health and Safety at Work Act 1974
- Building Regulations Act 1984
- Landlord and Tenant Act 1985
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Management of Health and Safety at Work Regulations 1999
- Housing Act 2004
- Housing Health and Safety Rating System 2006
- Control of Asbestos Regulations 2012
- Data Protection Act 2018
- The Hazard in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab’s Law)
- Equality Act 2010.

## 6.0 Policy detail

### 6.1 Responsibilities and timescales for repairs

- 6.1.1 Beyond Housing will clearly communicate which repairs are the responsibility of Beyond Housing and which are the responsibility of the customer through our website, tenancy information, and supporting procedures.

- 6.1.2 All repairs will be categorised according to priority, with target response times assigned to each category:

- Emergency repair - attend, investigate and make safe within 24 hours
- Urgent repair - attend and repair or make safe within 1-3 days
- Routine repair - attend/repair at the next available appointment within 28 days
- Planned repair - attend/repair within 90 days.

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## **6.2 Reporting a repair**

- 6.2.1 We will provide an accessible and inclusive repairs service that enables customers to report repairs through a range of appropriate channels. Reasonable adjustments will be considered where required to meet individual customer needs.
- 6.2.2 We will aim to diagnose repairs accurately at the earliest opportunity and complete repairs right first time wherever possible. Repeat repairs and recurring issues will be monitored and reviewed for further investigation as set out in our repairs & maintenance procedure.

## **6.3 Attending and completing a repair**

- 6.3.1 We will prioritise the safety, health, and wellbeing of customers, colleagues, and the public in the delivery of all repair services.
- 6.3.2 All repairs will be completed using standard materials and components identified within our service offer. Replacement will only be considered where a repair is not practical, safe, or cost effective.
- 6.3.3 Repairs will be appropriately planned and resourced to maximise the likelihood of successful completion at the earliest opportunity, unless a staged or temporary repair is necessary and clearly explained.
- 6.3.4 We will complete repairs within agreed timescales and keep customers informed throughout the repair journey, including where appointments need to change, repairs are delayed, or additional work is required. Communication will be proactive, timely, and clear.
- 6.3.5 A repair will not be considered complete until the required work has been carried out, the property has been left safe, and the customer has been informed of the outcome of the repair and any further actions required.

## **6.4 Awaab's Law**

- 6.4.1 Beyond Housing will comply with all duties, requirements, and prescribed timescales introduced through Awaab's Law and associated legislation. Supporting processes and operational arrangements are set out within the repairs and maintenance procedure. Customers will be provided with accessible information about these requirements through the Beyond Housing website and other appropriate communication channels.
- 6.4.2 All communication with customers will take account of individual communication and accessibility needs.

## **6.5 Access**

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6.5.1 Access arrangements, missed appointments, and no-access processes will be managed in line with the repairs and maintenance procedure. Repairs identified as safety critical will continue to be actively managed and escalated in accordance with relevant safety procedures.

## **6.6 Recharges and compensation**

6.6.1 In limited circumstances, Beyond Housing may recharge customers for repairs or associated visits where the damage or issue falls outside of our responsibilities, as set out within tenancy agreements, our website, or supporting procedures.

6.6.2 Where appropriate, customers will be given the opportunity to resolve the issue themselves before any recharge is considered.

6.6.3 Compensation claims relating to damage to personal belongings will only be considered where Beyond Housing has been negligent and there is evidence that this negligence directly caused the loss or damage.

## **6.7 Quality assurance and insight**

6.7.1 We will use quality assurance activity, post-inspections, customer feedback, complaints, repeat repair analysis, and service performance information to monitor the effectiveness of the repairs service and identify opportunities for learning and continuous improvement.

6.7.2 We are committed to providing high-quality services. If you are dissatisfied with any aspect of our service, you have the right to raise a complaint, and we will consider it in line with our complaints policy.

## **7.0 Underpinning procedures**

- Repairs and maintenance procedure
- Damp and mould procedure
- Disrepair procedure
- Temporary moves procedure
- Contractor management policy
- Asbestos policy and procedure
- Voids policy and procedure.

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## 8.0 Controls and reporting

Control	Line of defence (1st, 2nd or 3rd)	Responsible (Job role)	Reported to
PS0001/007: Repair volume forecasting and reporting	1st	Property services manager	Senior leadership team
SRR0013/007: Repairs and maintenance update report	1st	Director of property services	Executive meeting Beyond Housing board
SRR0013/008: Damp and mould performance reporting	1st	Director of asset & sustainability  Director of property services	Weekly performance review, asset compliance meeting, health & safety forum, Executive meeting, Beyond Housing board, Housemark
SRR0006/011: H&S Internal audit programme	2 <sup>nd</sup>	Health & safety manager	Health & safety Forum
SRR0013/014: BDO Internal Advisory Audit: Awaab's Law	3rd - Int	Director of property services	Audit & risk committee
SRR0013/015: BDO Internal Audit: Disrepair	3rd - Int	Risk and assurance manager	Audit & risk committee

8.1 We will monitor repairs performance through a range of operational and customer performance measures, including compliance with repair timescales and customer satisfaction with the repairs service. Performance information will be regularly reviewed through governance and assurance arrangements.

## 9.0 Consultation

9.1 Consultation on this policy and associated procedures has been completed with relevant colleagues and customers, including consultation on:

- Service responsibilities
- Repairs standards

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- Supporting operational processes.

9.2 Customer feedback was used to support the review of this policy (circa 14,000 comments) and will continue to be used in future reviews and any material changes to supporting procedures or service standards.

## 10.0 Approval and revision

10.1 This policy will be subject to a review every three years, or in response to a change in legislation or best practice, whichever happens first.

<b>Accountable (Exec member):</b>	Executive director of housing & property services
<b>Responsible (policy owner):</b>	Director of property services
<b>Approval body:</b>	Customer forum

Version	Date	Information
1	August 2023	New policy
1	June 2024	Year one desk top review completed
1	August 2025	Fast track review approved to confirm number of days for each repair category at section 6.3.5
2	May 2026	3 year review