

Case Study: Reviewing our Repairs Service.



Repairs Policy Review

We know that getting repairs done in your home is really important to you and that, we've not always got things right in the past.

In January 2025, our Executive Director of Homes, Jonny, met with a group of tenants to review our Repairs Policy and help us make sure that it is fair, reasonable and clear about what you can expect from the service.

They told us that:

- We need to get better at sharing information about repairs.
- We need to be clear on what we are responsible for and what are tenant responsibilities.
- You want us to provide more information to help tenants maintain their homes.

- Our repairs appointments are too vague – you don't want to wait in all day.
- It's important that we collect money from tenants for rechargeable repairs but you would like more clarity on the charges.
- You want us to focus on emergency and urgent repairs.

We've taken this feedback on board and made some changes to our Repairs Policy.

Below you'll see what we are changing using feedback from the group.

They said:

"We need to get better at sharing information about repairs."

They wanted more information about our repairs service including:

- More information on repairs categories, time-scales and who is responsible for what.
- The difference between an emergency, urgent and routine repair.
- How we communicate with tenants about repairs in their homes.
- How we share information with the repairs team and external contractors.

To help us deliver this we have:

- Reviewed our Repairs Policy with tenants to understand what information they need.
- Used this to update our Repairs Policy and Tenant Handbook to include this information.

- This includes making it clear what tenants can expect from us and what we expect from tenants in terms of repairs.
- We have also provided a list of emergency and urgent repairs in our new Repairs Policy. This includes time-scales that tenants can expect the work to be completed in.
- We are also looking at our repairs processes and how we manage external contractors to improve communication.



They said:

“We need to be clearer on who is responsible for what in our homes.”

They wanted us to be really clear on our responsibilities and what tenants are responsible for including:

- What tenants need to get permission for if they wanted to make improvements to their home.
- Who is responsible for things like:
 - Cleaning gutters
 - Repairing doorbells
 - Maintaining paths and highways.

To help with this we have:

- Provided more specific information in our Repairs Policy including more details on areas tenants had concerns about.
- Included information on how to contact Highways to report an issue with paths and roads.
- Launched an interactive online mapping system, which allows tenants to look up the areas we are responsible for in their neighbourhoods.
- Clarified what tenants are responsible for in our new Repairs Policy.

They told us that:

“It’s important that we collect money owed by tenants for rechargeable repairs”

But, they wanted information on the charges up front and for us to consider:

- The impact of poor mental health or neurodiversity might have on the situation.
- What action should be taken if a tenant does not pay for rechargeable repairs.

How we responded:

If a tenant owes money for rent or rechargeable repairs, we will always work with them to help them find a solution. We work closely with tenants that are in financial hardship and will make reasonable adjustments based on personal circumstances if we can.

If a tenant would like us to complete a rechargeable repair in their home, wherever possible, we will share the costs of this before we start the work.

We also recognise that there isn’t a ‘one-size fits all’ approach to providing a great repairs service.

So, we will make sure that our team are empowered to make decisions that support the individual needs of our tenants wherever possible.



They said:

“They want us to focus on emergency and urgent repairs”

We shared our latest repairs performance with the tenant group we spoke to.

This was discussed at length and tenants agreed that the targets were not achievable with the resources we have available.

They suggested that we focus on emergency and urgent repairs and make sure that:

- 100% of emergency repairs are completed within agreed time-scales.
- 90% of urgent repairs are completed within agreed time-scales.
- 80% of routine repairs are completed within agreed time-scales.

They asked:

“If we would consider providing additional services for tenants?”

The group asked if we would be able to provide additional services such as:

- A handy-person service
- Cooker installation
- Replacing strip lights where tenants are unable to do this themselves.

We want to provide as much support to tenants as possible, but at the moment we need to focus on improving our repairs service.

However, we may be able to revisit this in the future.

Get involved!

If you would like to be involved in future sessions and help us shape and improve our services, please get in touch with our community engagement team.

You can email communityengagement@2rh.org.uk, call them on 0800 316 0897 or write to them at Two Rivers Housing, Rivers Meet, Cleeve Mill Lane, Newent, Gloucestershire, GL18 1DS.

Share your feedback!

We are always happy to hear from our tenants, so if you want to share your experiences or feedback on our repairs services please do get in touch.

You can get in touch with our team at any time in person, through our social media channels (Facebook, X and LinkedIn) or by:

- **Email:** customerservices@2rh.org.uk
- **Tel:** 0800 316 0897
- **Web:** www.tworivershousing.org.uk