

Repairs Policy

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You're Home Now.

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1. Policy Statement

- 1.1. This policy sets out how we will deliver our day-to-day responsive repairs service to provide a high quality service for customers, ensuring our homes are safe and well maintained, with close links to our servicing, planned and cyclical maintenance programmes.
- 1.2. The policy aims to ensure we manage our responsive repairs effectively, carrying out repairs and maintenance work quickly, efficiently and to a high standard.
- 1.3. It sets out our clear responsibilities and timescales for completing different types of repair, as well as providing a range of ways for customers to report repairs.
- 1.4. Where repairs are the responsibility of the customer, the policy ensures there is a clear system to ensure a fair and consistent approach and that customers are able to access appropriate support and guidance.
- 1.5. We understand the importance of an effective repairs service to our customers and so will take every opportunity to engage with customers to consult on the services they require. Where required, we will endeavour to improve standards and processes to meet their expectations.

2. Purpose

- 2.1 A 'responsive repair' is a term used generally to describe small scale day-to-day repairs that are reactive in nature, rather than planned work or repairs included in a long-term investment programme. It covers repairs needed to fix single or multiple defects that should be carried out within a maximum 30 working days. If the repair does not fit this description, it may be classed as either cyclical or planned improvement works.
- 2.2 In delivering this policy we will aim to:
 - Deliver a Value for Money responsive repairs service that meets the needs of our customers.
 - Meet all relevant legislative and regulatory requirements and meet our contractual and legal obligations.
 - Ensure that we maintain a safe and secure environment for customers.

- Carry out repairs that are Two Rivers Housing's responsibility.
- Ensure that a consistent and fair approach is adopted in relation to recovering costs of a rechargeable repair.
- Carry out repairs at an appropriate time and at the convenience of the customer.
- Undertake timely repairs that ensure the upkeep of our homes.
- Maintain high quality homes in a good state of repair.

2.3 Our objectives in delivering this policy are to meet our commitments in our corporate strategy to 'Deliver a great customer experience' and 'Provide modern, warm, safe, sustainable homes'. We will achieve this through our Repairs Policy by:

- Ensuring the repairs service is easily accessible through a range of different contact points.
- Delivering repairs at a time to suit our customers.
- Offering services flexible and responsive enough to meet a wide range of needs and demands.
- Ensuring services delivered offer Value for Money to customers.
- Ensuring our homes are safe and we meet our landlord compliance obligations.
- Delivering a good repairs service.
- Achieving high standards of customer care and satisfaction.
- Ensuring all stakeholders are aware of their responsibilities for repairs and the costs associated with them.
- Delivering 'right first time' repairs, carrying out repairs in one visit where reasonably practical.
- Achieving a high quality of completed work.
- Ensuring the customer's voice is heard and directly influences policy, strategy and services.
- Understanding the needs of our customers by holding accurate data, including vulnerability flags.

- Ensuring that we shape the service sensitively to take account of the diverse needs and vulnerabilities of our customers.
- 2.4 In delivering our repairs service we aim to support the objectives of our emerging Asset Management Strategy.
- 2.5 We will work in partnership with our customers to continuously improve and shape services to meet their requirements and seek ways to improve Value for Money. We will achieve this through continuously monitoring and learning from customer feedback and reviewing our performance.

3. Scope

- 3.1. This policy applies to all properties owned or managed by Two Rivers Housing.
- 3.2. The Repairs Policy, Tenant Handbook, updates and summary of information regarding repairs will be publicised widely and specific details included in:
- Tenant Handbook
 - Customer newsletters
 - Our website
 - Social media, including Facebook and X (formerly Twitter)
 - Training and policy briefings for colleagues

4. Responsibilities

- 4.1. It is the responsibility of the Board to ensure the implementation of this policy and that this is monitored effectively.
- 4.2. The Executive Director of Homes is responsible for appointing responsible people to deliver the policy and ensure that adequate resources are in place to do so.
- 4.3. The Assistant Director of Assets and Assistant Director of Housing are responsible for ensuring compliance with this policy.
- 4.4. The Assistant Director of Repairs is responsible for managing compliance with this policy on an operational basis.
- 4.5. Every member of staff, particularly those working in property services, repairs, the contact centre and housing management, has the responsibility to read, understand and implement this policy fairly and consistently.

4.6. All contractors, consultants and partner organisations are responsible for operating in accordance with this policy when delivering services on behalf of TRH.

5. Legal and regulatory framework

5.1. The main legal framework this policy complies with is as follows:

- Landlord and Tenant Act 1985
- Fitness for Human Habitation Act 2018 (Homes)
- Commonhold and Leasehold Reform Act 2002
- Party Wall Act 1996
- Health and Safety at Work Act 1974
- Management of Health & Safety at Work Regulations 1999
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Pre-Action Protocol for Housing Disrepair
- Housing Health and Safety Rating System (HHSRS)
- ASB Crime & Policing Act 2014
- Control of Asbestos Regulations 2012
- Section 79 Environmental Protection Act 1990
- Decent Homes Standard
- Awaabs Law 2025

5.2. We will also meet all other relevant statutory regulations covering, but not limited to, general construction related activities and specifically areas such as asbestos, water hygiene, fire safety, electrical, lifting equipment and gas safety in addition to our requirements under the Construction Design and Management Regulations.

5.3. The Housing Health and Safety Rating System (HHSRS), introduced under the Housing Act 2004, is an important part of the regulatory framework governing our responsive repairs service.

We will endeavour to identify hazards classified under the HHSRS at every opportunity and undertake formal assessments of hazards when these are referred or reported to us.

5.4. In 2000, the government made a commitment to bring all public sector homes up to a decent standard, establishing a 10 year target and an interim target to: "ensure that all social housing meets set standards of decency by 2010" by reducing the

number of households living in social housing that do not meet these standards by a third between 2001 and 2004, with most of the improvements taking place in the most deprived local authority areas.

Wherever possible, we will make sure that repairs ensure that our homes meet Decent Homes Standard (DHS). This means that all households should have the opportunity to live in good quality homes that meet the current statutory minimum standard for housing, which means our homes should:

- Be in reasonable state of repair.
- Have reasonably modern facilities and services.
- Provide a reasonable degree of thermal comfort

5.5 We will comply with the Decent Homes Standard as set out in 'A Decent Home: Definition and Guidance for Implementation June 2006'.

6. Access to the repair service

6.1. Our aim is to provide customers with easy access to our services through a number of different channels where customers can report repairs as soon as they become aware of a problem.

6.2. Repairs can be reported through:

- Our website at www.tworivershousing.org.uk
- By email at customerservices@2rh.org.uk
- By telephone through our customer services team on 0800 316 0897
- In person to any member of staff during normal office hours
- In writing to our office address (Two Rivers Housing Rivers Meet Cleeve Mill Lane, Newent Gloucestershire GL18 1DS)
- or through our out of hours call centre.

6.3. Our 'Out of Hours' emergency service operates every day of the year for emergency repairs. Where a reported repair is not an emergency, the customer will be asked to report the repair through one of the reporting options above. Where appropriate customers will be asked to call back during office hours of the next working day to make an appointment for the repair to be completed.

6.4. Repairs that are not the responsibility of Two Rivers Housing and are the responsibility of the local authority (such as pathways and roads) should be reported to the local authority or highways department, through www.fixmystreet.com or by contacting the relevant parish council or local authority by phone.

7. Repairs Responsibilities

7.1 Our responsibilities

7.1.1 As a landlord, we are responsible for keeping the structure and outside of our homes in a good state of repair, including:

Our Responsibility	What this means...
Walls	Structural damage to walls internally and externally of properties.
External and fire doors	Front and rear doors. Kitchen doors where a fire door is not already fitted. All other internal doors are the responsibility of the customer. When customers would like to change internal doors, this should be requested through a Home Improvement Request.
Windows, window frames and sills	All repairs and replacements of windows, which are inclusive of handles, restrictors, glazing, sills and defective frames.
Drains, gutters, external pipes	All rainwater goods and clearing blockages (including moss) and replacements where required.
Installations for the supply of water, gas, electricity and sanitation.	The service up to and including the gas, electrical and water meter from street level is the responsibility of the service provider.
The roof and chimney	All roof, chimney and structural repairs and replacements.
Access paths and steps to individual homes and any paving around the perimeter of the building	All access routes where Two Rivers Housing owns the ground leading to a home or property.

Our Responsibility	What this means...
The internal structure – including kitchens and bathrooms fixtures and fittings	For fixed components, such as kitchen and bathrooms, we will conduct repairs where required to make the areas safe and habitable. In the event of customer damage, this will be picked up as a tenancy management matter.
Floor coverings that we have installed	<p>In most cases this applies to kitchens, bathrooms and communal areas. We will repair or replace to ensure the areas are safe and habitable.</p> <p>This does not include any floor coverings which have been gifted as part of the tenancy.</p>
Gas appliances and electrical wiring installations installed by Two Rivers Housing (including doorbells)	We have a legal responsibility as a landlord to ensure gas and electrical services within homes are safe. In the event that a customer's appliance is unsafe, we may be required to isolate or disconnect this appliance.
Hot water and electrical/gas heating systems (including deterioration to radiators)	Full repairs, servicing and replacements with heating and hot water systems as required.
Ventilation systems, including extractor fans	<p>Systems where they have been installed by Two Rivers Housing.</p> <p>In the event that customers install systems that are unsafe or do not meeting Building Regulations, we have a duty of care to remove or disconnect the items to make the home safe.</p>

Our Responsibility	What this means...
External decoration	<p>Inclusive of exterior of the building, sites/schemes owned by Two Rivers Housing and communal areas.</p> <p>These will be under a cyclical decoration plan.</p>
Outbuildings which form part of the original structure or which we have previously provided – not including garden sheds or storage containers	<p>Buildings or structures provided and owned by Two Rivers Housing.</p> <p>Buildings should be structurally safe and repairs or replacements will be made in the event of buildings becoming a hazard.</p>
Communal areas including mechanical and electrical services, windows and doors	All communal areas.
Fences, gates and external walls which are our responsibility to maintain	We will ensure boundary areas of homes are safe and maintained.
Damp	<p>We will manage and resolve issues of rising or penetrating damp.</p> <p>We will work with our customers to reduce instances of condensation within their home.</p>

1.1.2 We will also make good and repair walls and surfaces surrounding any repair we have undertaken. This may include redecorating or providing redecoration vouchers or packs, depending on the amount of work needed and the needs of individual customers.

7.2 Dealing with disrepair

7.2.1 We want our repairs service to comply with good practice and provide a responsive, high quality service for customers. This will help to reduce the need for customers to make complaints, including formal claims of disrepair.

7.2.2 Disrepair claims and complaints are often signs of various issues, such as:

- Poor condition of the home and/or inadequate work to improve conditions.
- A failure of the repair service to respond to complaints adequately, or at all.
- The way the internal complaints procedure works.
- The attitude of staff when dealing with customers' complaints and concerns.

7.2.3 In order to limit the instances of disrepair claims we will:

- Maintain comprehensive information on our housing stock in line with our emerging Asset Management Strategy.
- Undertaking stock condition surveys at least every five years in all homes.
- Undertake timely maintenance, repairs and improvement work.
- Ensure an effective and positive response to threats of legal action.
- Establish good communications with our customers and internally amongst staff and contractors.
- Continually monitor systems and procedures with a clear and publicised system for dealing with complaints about how we deliver repairs and the standard of the work we carry out.
- We will also ensure we regularly review formal and informal complaints, so we can learn from any trends and make improvements to our service.

7.3 The right to repair

7.3.1 It is our Policy to adopt the key points set out under the 'Right to Repair', which sets out obligations on landlords to carry out "qualifying repairs" of less than £250 within set timescales (see table below for more detail). The details of this are set out in the Secure Customers of Local Housing Authorities (Right-to-Repair) Regulations 1994.

- 7.3.2 If the repair is not carried out within the set time limits, then our customers have the right to ask for an alternative contractor to do the work. If a second contractor does not complete the work within the second prescribed period, compensation may be payable.
- 7.3.3 The compensation is fixed by the legislation at an initial sum of £10, plus £2 for every day thereafter that the repair is not completed, up to a limit of £50.
- 7.3.4 We will always give notice to the customer of the likely timescale to complete reported repairs and publicise the rights for our customers in relation to these regulations.

Right to Repair table of works and timescales

Item	Description - Defect	Timescale Working Days
1	Total loss of electric power.	1 (TRH – E1)
2	Partial loss of electric power.	3 (TRH – E1)
3	Unsafe power or lighting socket, electric fitting.	1 (TRH – E1)
4	Total loss of water supply.	1 (TRH – E1)
5	Partial loss of water supply.	3 (TRH – E1)
6	Total or partial loss of gas supply.	1 (TRH – E1)
7	Blocked flue to open fire or boiler.	1 (TRH – E1)
8	Total or partial loss of heating, between 1 November and 1 May.	1 (TRH – E1)
9	Total or partial loss of heating, between 1 May and 31 October.	5 (TRH – U7)
10	Total or partial loss of hot water.	5 (TRH – E1)
11	Blocked or leaking foul drain, soil stack or (where there is no other working toilet in the dwelling house) toilet pan.	1 (TRH – E1)
11	Toilet not flushing (where there is no other working toilet in the dwelling house).	1 (TRH – E1)
12	Blocked sink, bath or basin.	3 (TRH – E1)
13	Tap which cannot be turned off.	3 (TRH – E1)
14	Leaking from water or heating pipe, tank or cistern.	1 (TRH – E1)
15	Leaking roof (subject to risk assessment for example high	5 (TRH – U7)

	winds, ice or snow).	
16	Insecure external window, door or lock.	1 (TRH – E1)
17	Loose or detached banister or handrail.	3 (TRH – E1)
18	Rotten timber flooring or stair tread.	3 (TRH - 1 day)
19	Door entry phone not working.	5 (TRH – U7)
20	Mechanical extractor fan in internal kitchen or bathroom not working.	5 (TRH – U7)

7.4 Customer duties and responsibilities

7.4.1 Some repairs are the responsibility of our customers and these are set out in our tenancy agreements and Tenant Handbook.

7.4.2 Our customers are responsible for:

- Treating their home with respect and care avoiding wilful damage and neglect (not allowing a home to go into disrepair).
- Keeping the inside of their home clean and decorated to a reasonable standard.
- Maintaining their garden to a reasonable standard, including pruning shrubs, plants, maintaining trees and cutting grass.
- Reporting repairs quickly to prevent on-going damage to their home.
- Repairing any damage caused deliberately or carelessly by the them or anyone who lives with or who is visiting them.
- Arranging and paying for a locksmith to gain access to the home if they lose their keys, including cutting additional keys.
- Ensuring their home is left in a good condition when they move out.
- Maintaining their own appliances and white goods, and ensuring they are safely installed and maintained.
- Arranging for the treatment of any pest infestations (such as rats, mice, wasps, lice, silverfish, cockroaches etc.) within individual dwellings.
- Allowing us access to their home so that repairs can be undertaken within the appropriate timescales, including access at short notice for emergency repairs.
- Meeting the cost of repairs that are listed as their responsibility.

7.4.3 Specific customer related maintenance responsibilities include:

Customer Responsibility	What this means...
Replacing plugs and chains to sinks and baths	We install standard/universal fittings to our properties which can be found in most stores
Unblocking sinks, drains and toilets that have been blocked through misuse	Any internal blockages. In the event of blockages that are communal or from external sewerage, customers should contact the service provider.
Replacing shower heads and hoses	We install standard/universal fittings to our properties which can be found in most stores.
Replacing shower curtains	We install standard/universal fittings to our properties which can be found in most stores.
Venting central heating radiators	Bleeding radiators, using radiator keys.
Installing or replacing curtain rails, pelmets and blinds	Window coverings and fittings.
Replacing broken toilet seats	We install standard/universal fittings to our properties which can be found in most stores.
Filling minor cracks and holes before redecoration	Non-structural cracks and holes.
Adapting or adjusting doors to accommodate carpets or floor covering (aside from Fire Doors)	<p>A Home Improvement request should be completed in event of changing doors, to ensure the doors are not deemed as fire doors and providing fire protection within the home.</p> <p>Adjustments to non-fire doors can be made at the point of being required by the customer.</p>

Customer Responsibility	What this means...
Keeping loft spaces clear from excessive items	Making sure that items stored within loft spaces do not affect insulation, cause fire safety hazards and do not affect the cross ventilation needed for the space.
Repairs to their own improvements/alterations	Any structural improvements require a Home Improvement Request to be completed and agreed by Two Rivers Housing before work starts.
Items the customer, their family or visitors have damaged	These items are usually fittings and can be rechargeable if not repaired by customers.
Replacing lamps and fluorescent tubes (unless fixed behind a screw)	<p>These can be ceiling lights, wall lights, kitchen and bathroom lights.</p> <p>Consideration should be made in supporting customers who are not able to carry out this replacement, such as those with disabilities.</p>
Installing TV aerials (unless you live in a block of flats)	Unless the TV aerial is shared with other Two Rivers Housing customers.
Connecting and disconnecting washing machines and dishwashers	Installation of household appliances and white goods, unless provided by Two Rivers Housing as part of service chargeable or a scheme communal area.
Installation of tumble driers, vented and condensing	<p>Customers must ensure that vented tumble driers are vented to an external wall.</p> <p>All tumble driers must be installed in a suitable location that does not create excess condensation in the home.</p>

Customer Responsibility	What this means...
Connecting electrical cookers	<p>Appliances should be fitted by a qualified electrician.</p> <p>Consideration should be made in supporting customers who could be in financial hardship or have other needs.</p>
Lock changes and replacing keys/fobs due to loss of keys etc.	<p>Not including of communal doors.</p> <p>Lock changes and key replacements of customers' front and back doors are the customer responsibility.</p> <p>Communal flat doors are the responsibility of Two Rivers Housing. In the event that communal door locks are damaged or require replacement as a result of customer damage, this will be rechargeable.</p>
Pest control treatment – fleas, mice, rats, cockroaches, wasps, bees, birds, squirrels etc	<p>In the event of a pest control report requiring repairs to the structure of the building, then customers should contact the repairs team to provide remedial repairs to their home.</p> <p>Pest control caused by a neighbour is not the responsibility of customers.</p>

7.4.3 Our customers are also responsible for maintaining and repairing parts of the outside of the home including:

- Their own equipment, such as TV aerials (unless communal system), satellite dishes and telephones and their cabling and supply.
- Repairs to sheds or storage containers.
- Replacing washing lines.
- Repairs, improvements or disposal of structures they have installed.

- Maintenance and cleaning of gardens (including trees, plants, grass and items within the gardens), unless in a common area where an estates management service cost is applied.

7.5 Insurance

- 7.5.1 It is our customers responsibility to insure the contents of their home. Customers are responsible for any loss or damage to their home due to theft, flooding, fire, or accidental damage. Customers may also be responsible for damage caused to other properties as a result of flooding or fire. We will routinely advise customers to take out appropriate insurance cover for personal belongings.

7.6 Customer improvements

- 7.6.1 Our customers are able to make alterations and improvements to their home provided that they obtain written permission before any works are started. Our customers must complete and return a Customer Improvement Form and have our written approval to complete the work detailed on the form, before making alterations and improvements.
- 7.6.2 Our customers must seek written permission from us whenever they want to improve, complete alterations to or replace items such as (but not exhaustive):
- Kitchens
 - Bathrooms
 - External doors
 - Internal doors
 - Windows
 - Boundary walls or fencing
 - External property redecoration
 - Extensions, conservatories, out buildings
 - Installation of freestanding sheds, covering more than 50% of the front or rear garden area.
 - Lean too or temporary structures connected to or adjacent to a home,
 - Gas appliances (including cookers)
 - Installation of dishwashers and vented tumble driers
 - Installation of decking or patios
- 7.6.3 In all cases, permission must be granted before any work begins so that we can check our asbestos register and advise of any areas in your home which may have materials containing asbestos, approve any plans, and ensure customers

have sought all relevant permissions including planning permission and Building Regulations approval.

- 7.6.4 We will not unreasonably withhold consent when we receive a request to carry out improvement or alterations. If consent is not provided, customers will become responsible for any subsequent repairs, maintenance or replacement of the improvement or alteration.
- 7.6.5 Any gas related work **must** be undertaken by a Gas Safe registered contractor and electrical works **must** be carried out by an NICEIC (or equivalent) registered contractor.
- 7.6.6 Original certificate(s) must be provided to us upon completion of any improvement work.
- 7.6.7 It is our customer's responsibility to ensure that, if we have consented to improvements, they inform us as soon as the work has been completed so that the work can be post inspected and signed off by our team. This inspection will be undertaken by the property services team.
- 7.6.8 If the work is not formally approved and signed off, then our customers will be responsible for subsequent repairs, maintenance or replacement of the improvement or alteration.
- 7.6.9 It is possible to provide retrospective consent for a component replaced following the introduction of this policy. This will require a full inspection by the Head of Assets or a delegated Maintenance Surveyor to assess the condition of the component.
- 7.6.10 At the end of the tenancy, our customers may claim compensation for certain eligible improvements carried out after receiving the required consent. Further details can be found in our Compensation Policy.

7.6.11 **Gifting of Items**

In certain circumstances, new customers, including successions, assignments and mutual exchange agreements, may have the option of accepting improvements made by previous customers. Such agreements will need to be approved in writing and recorded on the customer file.

In some instances, an item or appliance such as an external storage box, garden shed, integrated cooker or temporary heater may be gifted to a customer.

Gifted items in all instances will become the customer's responsibility and Two Rivers Housing will have no repairs responsibility for these items. This includes any repairs, maintenance or replacements of these items.

As part of our void specification, we install the flooring in our empty homes. Flooring is a gifted item to customers at sign up.

7.7 Leaseholder obligations

- 7.7.1 We will not carry out repairs for any leaseholders or Shared Owners where the terms of the lease state that a repair is their responsibility. Leaseholder's and Shared Owners' repairs responsibilities are set out in detail within their individual lease or management agreement. We will not carry out repairs to homes we manage for third parties unless expressly identified in formal agreements.
- 7.7.2 We will consult widely with any leaseholders before undertaking any Long-Term Qualifying Agreement or repair, or major project over £250 in line with Section 20 of the Landlord and Customer Act 1985. We will comply fully with the requirements placed on managing agents and landlords in respect of consultation.

7.8 Defects liability period (contractor responsibility)

- 7.8.1 Any work we carry out is covered by a defect's liability period and a material warranty. Both will start from the date the work is completed. The defects liability period will usually last for 12 months from completion of the works (such as new homes). Should a problem arise within the defects liability period, then the contractor is expected to attend in line with the repair priority timescales set out in this policy.

7.9 Physical adaptations

- 7.9.1 Some of our homes have been adapted to meet the needs of customers who have a disability, such as homes with level access showers and grab rails.
- 7.9.2 We are committed to providing a service that takes account of customer needs, which may require a physical adaptation to their home. To ensure we understand an individual's needs, we will consider Occupational Therapist referrals which customers can request.
- 7.9.3 In some circumstances we will use their recommendations to support a Disabled Facility Grant (DFG) to fund the work and also ensure compliance with our Decent Homes Standard.

- 7.9.4 Two Rivers Housing wants to ensure customers can remain in their homes by installing any adaptations they may need. There is, however, a need to ensure that this is not to the detriment of the Association's housing stock and the needs of future customers.
- 7.9.5 Before any adaptations are carried out an assessment will be carried out by a 'trusted assessor' on Two Rivers Housing's behalf. This is to identify if it is in the best interest of the customer and Two Rivers Housing to have the home adapted. Part of the assessment consists of the consideration of a transfer to a home which has already been adapted and the likelihood of another suitably adapted home becoming available. If the home is suitable for the adaptation, it will be referred to an Occupational Therapist.
- 7.9.6 All customers are encouraged to contact our property services team or their Housing Officer to initially discuss the type of adaptation they are requesting, so that various options and advice can be discussed in relation to individual circumstances.

7.9.7 **Adaptation criteria**

If in the view of the Occupational Therapist (OT) and a adaptation surveyor, adaptations are required to an existing home and they meet the Disabled Facilities Grant criteria, the application should be measured using the following criteria:

- The prognosis of an OT is that the adaptations are required for the long-term.
- The applicant must have lived in the home for six months to be eligible for adaptations. However, if circumstances should change within the six month period then adaptations would be considered. (Where a customer has been allocated the home on the basis that the adaptations need to be made this criterion will be overridden.)
- Level access showers should not be installed in flats above ground floor if there is no lift.
- In family accommodation, the bath should not be removed and replaced with a shower except in exceptional circumstances.
- Extensions will only be considered if all other options have been exhausted and can be fully funded by DFG.
- If for any reason the adaptation should not be suitable under the above criteria, then the applicant will be given access to the relevant local authority exchange list.
- Occasionally, there will be the need to exercise discretion and carryout works which fall outside these criteria. It is expected that these cases will be minimal and should always be agreed by the leadership team (Exec & ADs).

- Adaptations will always be designed to Part M Building Regulations

7.9.8 **Major and minor adaptation work**

Minor adaptations are classed as any low cost (below £250) adaptation work. Such adaptation work can usually be carried out on receipt of a referral from an Occupational Therapist or a Social Care Service. The budget for minor adaptations comes from Two Rivers Housing's budget or through a DFG. The following are examples of minor adaptations:

- Lever taps
- Grab rails
- Door entry systems
- Half steps
- Small ramps

Our Officers are not all 'trusted assessors', so if there is any doubt where grab rails are to be positioned, information received from Social Care Services must be followed. Additional grab rails may be installed by our repairs team or contractors.

All other adaptation work costing £250 and over is classed as a major adaptation will only be carried out once a referral has been received from a 'trusted assessor' and DFG applied for.

The following are examples of major adaptations:

- Level access showers
- Major structural conversions
- Stair lifts
- Kitchen alteration
- Ramped access for wheelchair users
- Through floor lifts

7.9.9 **Portable and temporary equipment**

Portable or temporary appliances such as bath or shower seats and temporary ramping etc. are provided by Social Care Services, not by Two Rivers Housing. We will advise any applicant to contact their General Practitioner or their Social Care Worker to obtain these.

7.9.10 Home suitability and refusals

If a home is not deemed suitable for an adaptation, the adaptation will be declined. Reasons for refusal may include layout, location and future let-ability should the adaptation go ahead.

Applicants whose home is considered larger than their requirements warrant (in line with Under Occupancy, Bedroom Tax) will not be eligible for adaptation works, nor will those who have terminated their tenancy. Any customer subject to a possession order will also not be eligible.

7.9.11 Disposal and re-using adaptations

Where an adaptation is conventional in nature and unobtrusive, for example, a grab rail or a level access shower, the adaptation should be left in situ if the home becomes void. Where an adaptation is intrusive, or there are multiple adaptations within a home, for example, a through floor lift or a hoist system, the equipment will be removed and responsibly recycled at the Association's discretion.

A suitable and sufficient Person-Centred Risk Assessment should be undertaken by an Occupational Therapist to ensure the equipment is suitable for future use before allocation to a new customer.

Should an adaption be unsuitable for an incoming customer and there are no suitable applicants requiring the adaptation and if the home is let to a non-disabled person the adaptation will be removed.

8. Rechargeable repairs

8.1 Rechargeable repairs statement

- 8.1.1 We aim to manage tenancies efficiently and, in a cost effective manner by balancing the rights and responsibilities of customers. Sometimes this means we may need to re-charge the cost of a repair to customers where we have carried out work that is their responsibility or where they, or their family or visitors have caused intentional damage.
- 8.1.2 Where this happens, we will take a reasonable approach to the costs of the work and the way we recover this money, ensuring we comply with our statutory requirements.

8.1.3 We will ensure that:

- A consistent and clear, message is communicated to customers and staff in terms of actions that will be taken against customers or former customers that have caused damage to our properties.
- Customers are aware that contents insurance should always be in place for their home (For more information on home contents insurance visit our website [Home contents insurance](#)).
- Effective measures are in place to recover costs we may have incurred.
- Proactive controls are put in place to identify underlying issues such as domestic violence and any support we can offer customers.
- We take a sensitive approach to when we will carry out repair work such as lock changes, considering the individual circumstances of the customer and nature of the repair in each case.
- We carry out case by case reviews as to whether the recharge should be applied and how this should be done when circumstances are not clear.

8.2 Rechargeable works

8.2.1 Some of the most common rechargeable repairs (not an exhaustive list) include:

- Damage caused by the customer, their family or visitors to their home or adjoining property owned by us.
- Forced entry to a customer's home because of lost keys or a need to enter the home to carry out an emergency repair that is the customer's responsibility.
- Poor DIY, removal of rubbish or belongings and unauthorised adaptations during the tenancy or after the customer moves out.
- Falsely claiming eligible or discretionary repairs.
- Falsifying or supplying an unrelated crime reference number.
- Lock changes and gaining entry into customers' home, garage or shed.
- Intentional damage to the internal structure of the home, including walls, plasterboards, doors, windows, fixtures and fittings, plumbing and electrics.
- Intentional damage to the exterior of the home including walls, gates, fences, paths, steps, patios, driveways and parking areas (damage includes spillages).
- Intentional damage to internal communal areas: lobby areas, hallways, stairs etc.

- Intentional damage to external communal areas: including walls, gates, fences, paths, steps, patios, driveways and parking areas, stores for refuse and recycling, scooters, bicycles (damage includes spillages).
- Restoring gardens following unauthorised work.
- Removing plants and trees in gardens that have been allowed to overgrow due to wilful neglect.
- Costs of removal of goods from home, both during and following the end of a tenancy.
- Cost of removing rubbish from the home, including lofts, gardens and outbuildings following end of a tenancy.
- Fumigation and treating pest infestations.
- Restoring the structure of the building, and/or fixtures and fittings, following unauthorised (written consent not provided) or unsatisfactory work in order to comply with legislation and requirements applicable at the time, such as the Decent Home Standard or to make safe.
- Not allowing access for pre-arranged appointments.
- Misuse of our emergency repairs service – reporting a repair as an emergency when it is not or where it is the customer's responsibility.
- Damage caused during the execution of a lawful entry by Police.
- Fitting TV aerials.
- Changing domestic fuses.
- Bleeding radiators.
- Plumbing in washing machines and dishwashers.
- Replacing light bulbs (not behind a screw).
- Replacing broken toilet seats.
- Replacing plugs and chains on sinks and baths and cookers.

8.3 Wilful neglect and deliberate action

- 8.3.1 Wilful neglect or deliberate action on the part of the customers, household members or their visitors could include vandalism, intentional damage (e.g. forcing a door open rather than reporting a lost key) or attempting to carry out a repair or make an alteration that then requires professional attention, and which in the process causes damage.
- 8.3.2 Wilful neglect and deliberate action also includes failing to report an obvious problem which leads to more extensive damage occurring. An example of this could be a failure to report a leaking pipe, which results in electrical failure or a ceiling collapsing due to persistent water damage.

8.4 Missed appointments and legal action

- 8.4.1 We understand that there may be occasions when a customer may miss an appointment due to unforeseen circumstances or it may simply be an oversight. We will rearrange for the repair to be carried out for all emergency, urgent or routine HHSRS related repairs (two appointments). However, if subsequent appointments are missed, the work order may be closed or escalated to our no-access process and we may recharge the cost of the call out back to the customer.
- 8.4.2 We will always carry out emergency repairs. However, if the emergency repair is rechargeable the customer will be advised that they will be recharged for the cost of the repair at point of contact or during the repair visit.
- 8.4.3 Where a customer fails to allow access following a report of an emergency repair, we may recharge the cost of the emergency call out back to the customer.
- 8.4.4 Where legal and tenancy enforcement action is required to gain access to a customers home (to undertake repairs, servicing and essential health and safety work) we will follow our No Access Policy to seek legal access and recharge all arising costs of any enforcement action.

8.5 Recharging customer improvements

- 8.5.1 Improvements made by customers that we have not approved or where permission was granted on condition that the home was returned to its original state and this has not been done will be recharged to the customer.

8.6 Non-rechargeable circumstances

- 8.6.1 We will not make a re-charge in the following cases:
- To a family that has passed away if there is no estate.
 - When a customer goes into residential care and has no means to pay.
 - Where a customer has been a victim of a serious crime and charges are brought against the perpetrator.
 - Where a customer has been a victim of domestic violence.
 - Where incidents are reported to us as an act of anti-social behaviour, autism, discriminatory behaviour or due to domestic abuse.
 - Works that are required due to fair wear and tear of the home as defined by component lifecycles.

- Removal of items left in an empty home where we have agreed that they be left.
- Carrying out remedial improvements made to a home that we have previously approved and signed off.

8.7 Charging arrangements

- 8.7.1 Customers may be given the opportunity to carry out any rechargeable repairs themselves. Where a customer chooses to carry out their own repair they must provide a target completion date so we can arrange a post inspection of the repair to ensure that it is has been undertaken to the required standard (information/standard required to be provided upon request) and where relevant to legal requirements.
- 8.7.2 We will consider carrying out repairs that are customers' responsibility on behalf of the customer. In such circumstances, we will provide a quotation and agree payment in advance before the work is started.
- 8.7.3 Where customers may otherwise have difficulty in repaying the cost of a rechargeable repair, we will offer affordable repayment plans.
- 8.7.4 Rechargeable repair costs will be calculated using the current version of the National Housing Federation Schedules of Rates (+18%) for reactive repairs where these are available, and will all be subject to VAT.

8.8 Outstanding rechargeable repair charges

- 8.8.1 Where there are excessive outstanding recharges on a customer's account and no agreement for payment is in place or an existing payment plan is not being met we will:
- Consider only carrying out repairs in line with the 'Right to Repairs' legislation until a payment plan is agreed.
 - Consider refusing any transfer and mutual exchange applications until the cost of the recharges are recovered (as per our Allocations Policy).

8.9 Recovery of charges

- 8.9.1 Failure to pay recharges is considered a breach of tenancy conditions and Two Rivers Housing will seek to recover those costs via appropriate income recovery methods.

- 8.9.2 Non payment of recharges could lead to further legal action being taken to recover costs.

8.10 Appeals process

- 8.10.1 Current and former customers have the right to challenge repair recharges. Such requests will be considered by the Assistant Director of Repairs, Head of Neighbourhoods or Head of Income.
- 8.10.2 Customers also have the option to take independent advice from an independent source such as the Citizens Advice or a Solicitor.
- 8.10.3 Customers or a representative on their behalf (subject to GDPR) have 14 days to respond and challenge any rechargeable repairs requests.
- 8.10.4 If substandard repairs have been undertaken previously by contractors that directly relate to the repair being recharged a Maintenance Surveyor visit will be completed. This is to make sure that customers are not recharged for poor workmanship completed by a contractor and to discuss the individual circumstances relating to the repair.
- 8.10.5 We will also consider recharging contractors for missed appointments or if they attend a home without prior notice.

8.11 Extenuating circumstances

- 8.11.1 The Repairs Policy, Empty Homes Policy and Recharge Procedures are the only documents with direct reference to managing the issuing of recharges. However, it is important that the wider issues (anti-social behaviour and support needs both personal and financial) are considered fully when working in partnership with customers to understand their responsibilities, cope with consequences and manage their debts.
- 8.11.2 Two Rivers Housing may use discretion when there are mitigating circumstances such as a vulnerability or extenuating personal situations. These should be agreed within the Two Rivers Housing leadership team (Exec and ADs).

9. Repair priorities and timescales

9.1 Repairs priorities

When prioritising repairs, specific related customer issues will be considered as appropriate. Where customers are vulnerable, priority times will be altered accordingly.

We always endeavour to complete all repairs as soon as we can, but we have agreed with our customers that we will aim to deliver:

- 100% of emergency repairs within target;
- 90% of urgent repairs within target;
- 80% of routine repairs within target;

The following categories are used to prioritise repairs:

- 9.1.1 **Emergency (E1)** This category is used when there is an immediate danger to a person, or where there is serious risk of damage to a home or property.

Our target to attend to day to day emergency repairs is 24 hours from the time the repair is reported, however we will endeavour to attend as soon as possible. During exceptionally busy times, we will manage multiple call outs on a risk based need and explain this to customers at the time the repair is reported.

For repairs reported within the working day (9am – 5pm) we will endeavour to respond as soon as we can (usually within four hours), but we may not always be able to attend this quickly. In these instances, we will provide advice to customers on how to reduce the immediate risk, until we attend. Where this is the case we will explain this fully to customers and reduce the potential for harm over the phone. We will ensure that within 24 hours we eliminate all risk of harm or the potentially dangerous situation.

Any follow up work will be arranged in-line with timescales set in this policy.

Examples of E1 repairs:

- Burst water pipes, serious leaks or loss of water supply.
- Leaks close to or interfering with an electricity supply.
- Complete household electrical failure.
- Complete household lighting failure.
- Failure of communal lighting.
- Roof leaks, where harm is likely to be caused to a person or home.

- Blocked sewer.
- Blocked toilet – only one toilet in home (rechargeable).
- Fault with fire alarm.
- Fault with a smoke detector.
- Security issue with domestic external doors or windows.
- Complete loss of heating/and or hot water.
- Broken glass, which poses a risk to security at ground level or harm to a person.
- Unsafe flooring or chimney.
- Removal of racist or offensive graffiti.
- Repair, replacement or installation of a window restrictor (above ground floor).
- Immediate health and safety risks where harm is highly likely to a person in the home or members of the public.

9.1.2 **Urgent (U7)**

For urgent repairs, we will respond within working five days. Urgent repairs are those which do not pose any risk to customer safety or security, but need to be completed quickly.

Examples of U7 repairs:

- Partial failure of heating system.
- Minor plumbing services, such as leaking radiators or overflows.
- Minor electrical repairs, such as a light or socket outlet not working.
- A faulty door entry system.
- Blocked gullies (rechargeable).
- Faulty communal laundry equipment.
- Faulty aerial systems (only on elderly person schemes).
- Faulty cookers and fridges (if supplied by us).
- Vandalism and graffiti.
- Faulty or insecure external communal doors.
- Repairs to banisters and stairs.
- Requests for installation of additional window restrictors (Surveyor visit and Risk Assessment).
- Surveyor Urgent Appointments (Pre Inspections).

- 9.1.3 **Routine (R42)** For routine repairs, we will attempt to respond within 30 working days. Routine repairs are those that need to be completed but are not urgent.

Examples of R42 repairs:

- Repairs to kitchen units.
- Easing and adjusting doors.
- Adjusting/replacing internal doors locks, and latches.
- Repairs to damaged floor boards, flooring and skirting boards.
- Minor damp issues.
- Faulty communal TV Ariel's.
- Replacing damaged sink, bath and shower sealant.
- Faulty or broken guttering and downpipes.
- Assessing cracks in walls.
- Surveyor routine appointments.

9.1.4 **Planned maintenance**

This category is for work which does not need to be carried out straight away, but which is required for the long-term good of the home. This work will be specified, grouped together and carried out as part of a programme of works, such as kitchens and bathroom refurbishments.

Routine (6M) Timescales vary dependent on programme or scope of planned works

9.1.5 **Cyclical maintenance**

This is work that is carried out as part of a regular cyclical programme, such as external decorations and gas servicing and is raised in accordance with programme target dates. Appointments will always be offered for this type of maintenance or service.

9.2 Repairs appointments

- 9.2.1 We will aim to make appointments for all repairs in each of the above categories except for those relating to communal areas. Appointments will generally be made at the first point of contact with a customer and for a time and date convenient for the customer.

- 9.2.2 We will offer contractor and internal repairs team appointments for the completion of any repairs and also for any pre and post inspections that may be required.
- 9.2.3 The following appointment time slots will be offered:
- Morning - between 8am and 12pm
 - Afternoon - between 12pm and 4:30pm
 - In exceptional circumstances we will provide evening and Saturday appointments from 8am-2pm and weekday evenings until 7pm
- 9.2.4 Customers will be provided with appointment reminders through various channels including an automated telephone call, text messaging and email.
- 9.2.5 If an appointment cannot be kept, customers are asked to inform us at the earliest opportunity. If there is no access and no contact from the customer for a reactive repair, the job order will be cancelled after our access procedure has been complied with.
- 9.2.6 Our internal repairs team will endeavour to text or call a customer before traveling to a repairs appointment.

10. Customer complaints

- 10.1 We will view complaints positively to improve our services and highlight reoccurring problems and trends.
- 10.2 Failure to meet our repairing obligations may lead to disrepair claims, and claims for compensation. Any customer or leaseholder may pursue a formal complaint in accordance with our complaints procedure in respect of any aspect of the repairs service and we will publicise our complaints and compensation procedure widely.
- 10.3 When dealing with any repair complaint or claim, we will aim to put the issue right at the first opportunity and we will follow:
- Our internal Complaints Procedures
 - Our internal Compensation Policy
 - The Government's pre-action protocol and good practice guidance relating to 'Right to Repair' obligations.

11. Post inspection, surveyor visits and customer needs

11.1 Maintenance Surveyors visits

- 11.1.1 There may be some repairs that we find difficult to diagnose during a phone call or following a repair being reported by email or via our website. We will aim to keep Maintenance Surveyor visits to a minimum in order to ensure that repairs are completed as quickly as possible.
- 11.1.2 On occasion, our Surveyors may need to make diagnostic visits (reactive visits). This is usually where repair circumstances are not completely clear, there is a clear health and safety risk to a customer or there is significant damage reported to a home.
- 11.1.3 Examples where a Maintenance Surveyor visit maybe required are:
- Reports of serious damp, mould or water ingress.
 - Following a report of a fire.
 - Where intentional damage to a home has been reported.
 - Difficult to diagnose repairs.
 - Mutual Exchange Inspections.
 - Pre-void (move) inspections.
 - Report of damage to a Fire Door.
 - Referrals and requests for assistance from contractors.
 - Structural damage to a home, wall or outbuilding.
 - Significant trip hazards to paths or in communal areas.
 - Party wall disputes, including unauthorised building on the property boundary lines.
 - To undertake stock condition surveys (home condition surveys).
 - To inspect, approve and consent to customer home alterations.
 - Where multiple contractors are required to complete a repair.
 - Before planned works such as kitchen and bathroom improvements are undertaken.
 - Following a request to remove or add additional window restrictors.
 - Health and safety hazards that cannot be resolved by an emergency repair (Housing Health and Safety Rating Hazard).
 - Where a customer recharge is in dispute and further information is required.
 - Completing scaffolding handover and weekly inspections.
 - To assist and make joint inspections with specialist contractor trades such as Pest Control, Roofers, Drainage etc.

11.1.4 Surveyors will not usually make diagnostic visits for a repair that can be completed within one working day or can be diagnosed over the phone.

11.2 Post inspections

11.2.1 We will endeavour to undertake post inspections of relevant responsive maintenance and repair work orders in accordance with the following cost thresholds.

Value	Percentage of Post Inspections Undertaken	Examples of work
£5000+	100%	Kitchen replacement Bathroom replacement Home energy improvements
£1000 - £5000	50%	External door replacement Window replacements
£500 - £1000	2%	More complex responsive repairs
£0 - £500	1%	Minor responsive repairs

11.2.2 We will also post inspect all empty properties refurbishments to ensure that the “Two Rivers Housing standard” has been met and that our repairs and improvement specification has been adhered too.

12. Health and safety repairs (and notable health and safety items)

12.1 We will ensure that any repairs identified as being a health or safety risk are managed in accordance with the following standards, policies and procedures:

- Asbestos Management Plan
- Gas, Solid Fuel and Oil Compliance Policy
- Electrical Safety Policy
- Lifting Equipment Policy
- Water Management policy

- Fire Risk Management Plan
- Housing Health and Safety Ratings System
- Damp and Mould Management Policy

12.2 Smoke, heat & CO detectors (BS 5839 Part 6)

- 12.2.1 All smoke, heat and CO detectors will be tested and serviced annually as part of our cyclical maintenance programmes. Alarms will also be tested at the start and completion of any empty home refurbishment works.
- 12.2.2 It is the responsibility of our customers to test any smoke, heat and CO detectors weekly and report any defects.

12.3 Window restrictors – domestic and supported (self-contained properties)

- 12.3.1 We have a duty not to expose customers to risks to their health and safety, including the risk of falling from windows.
- 12.3.2 All customers are required to report defects to windows, including restrictors, as part of their tenancy agreement. It is the responsibility of the responsible adult living or managing the home to report defects to window restrictors to us promptly.
- 12.3.3 Domestic properties with primary window restrictors are not maintained or inspected periodically unless a property becomes empty (void) or we are carrying out stock condition surveys and/or responding to repair requests from customers.
- 12.3.4 Two Rivers Housing will communicate its policy to management of domestic window restrictors on to all new customers and periodically to all existing customers.

12.4 Damp and mould

- 12.4.1 Surveyors will conduct a damp and mould survey and provide their findings and solutions to customers. This communication will be provided either via email, through our maintenance reporting system, or verbally depending on the severity of the damp and mould.
- 12.4.2 Surveyors will categorise the condition of a home as Severe (High Risk), Moderate (Medium Risk), Slight (Low Risk), or where no work is required. High Risk conditions will be logged as a Category One Hazard under the Housing Health and Safety Rating System and logged as a Decent Homes Standard failure. We will

provide advice to customers on how to manage damp and mould within their home for slight cases.

- 12.4.3 Any required works will be provided in our communication with estimated timescales for works to be completed where required. In some circumstances it may be advised for customers to carry out measures to resolve damp and mould matters themselves without the need for maintenance work to be carried out.
- 12.4.4 In circumstances where a medical professional has referred damp and mould as a health concern to customers, we will endeavour to arrange for works within a time that is reasonable to the condition of the home and reflective of the customers needs.
- 12.4.5 In the event that a medical professional recommends damp and mould in a home is the absolute cause of health concerns, we will ensure this is treated as a high priority and work with customers to find a solution to providing them suitable housing for their needs.
- 12.4.6 Two Rivers Housing Damp and Mould Policy will be followed at all times.
- 12.4.7 Should customers be dissatisfied with the handling or outcomes of damp and mould cases, this should be escalated through the complaints process in accordance with the Complaints Policy.

13. Performance Monitoring

- 13.1 We continuously monitor our repairs service in accordance with the contractual performance standards set out in our Repairs Contracts and Service Level Agreements.
- 13.2 We will continue to engage and involve our customers in monitoring the service through specific telephone surveys, text surveys, email surveys and site visits. We also use a number of surveys that are carried out by an independent organisation, to assess satisfaction levels. We aim to improve the collection of satisfaction data and will undertake other routine surveys to monitor the customer's experience of the service provided.
- 13.3 We aim to complete repairs on the first visit and will monitor our performance against this measure. Sometimes, during the course of a repair, additional works may be required but our aim is to ensure completion within the priority time allocated.
- 13.4 We will issue our repairs policy to all of our contractors and expect them to maintain the standards set. Quality submissions provided as part of the

contractors tender or approved contractors document form part of the contractors' legally binding contract and sets the quality thresholds for the service.

- 13.5 We will also monitor customer satisfaction through “new tenancy” visits and repairs satisfaction forms. Feedback received from these surveys may be used to inform amendments to the policy and thus improve the service provided.
- 13.6 Contractor performance monitoring will be carried on a monthly basis with a series of performance management reports sent to contractors.
- 13.7 Consolidation of outstanding, overdue work and orders in progress will be carried out on a monthly basis. Periodic reviews will be undertaken on historical work orders to ensure that orders do not remain live on our repairs system for excessive periods of time and customers are not waiting for long periods of time for work orders to be carried out.
- 13.8 We will monitor completion times for individual properties and report our average turnaround time through our agreed KPI performance framework as part of a wider suite of performance indicators:

14. Customer and staff involvement

- 14.1 We are committed to providing a fair and equitable service to our customers. Through the management of our repairs service, we aim to treat all customers fairly, with dignity and respect and professionalism regardless of their gender, race, age, disability, religion, sexual orientation and marital status.
- 14.2 We will work in line with our organisational values to achieve this.
- 14.3 We will also work with customers and customer groups to ensure this policy remains up to date and that customers are able to influence the way we manage our repairs service.
- 14.4 This will include a review of our repairs obligations with customers on a regular basis.
- 14.5 We are fully committed to sharing information and working effectively with key partners and, all members of staff involved in the administration of this policy will receive appropriate training in the operation of the policy.