

# REPAIRS POLICY AND PROCEDURE

<b>Reviewed by:</b>	TQA Committee
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<b>Approved by:</b>	Leadership Management Team
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<b>Policy developed by:</b>	HHT Property Team

## 1 Policy Aims & Impact

- 1.1. The purpose of this policy is to define the way in which Hornsey Housing Trust (HHT) will provide an effective and economic repair service to our tenants, including service expectations and the respective responsibilities of both HHT as a landlord and of its tenants.
- 1.2. This policy applies to all properties for which HHT is responsible under the terms of its tenancy agreements. Legislation relevant to this policy is as follows;
  - Landlord and Tenant Act 1985
  - Housing Act 2004
  - Homes (Fitness for Human Habitation) Act 2018
  - Social Housing (Regulation) Act 2023
- 1.3. The policy aims to ensure a person-centred and responsive approach to delivering a repairs service that will:
  - Carry out repairs in accordance with HHT's legal obligations as a landlord and the RSH Consumer Standards
  - Achieve value for money for HHT and its tenants
  - Be consistent with our organisational values of Caring, Collaborative, Curious and Committed
  - Involve tenants in the delivery and scrutiny of the repairs service
- 1.4. The policy sets out a comprehensive and straightforward schedule of target timescales, priority categories and work examples, which should enable prompt, and accurate diagnosis of repair faults and clear works orders to in-house operatives and contractors. The policy also identifies those areas of repair which are the responsibility of tenants.
- 1.5. Repairs are carried out by our in-house team or by approved contractors appointed by HHT. All approved contractors and in-house staff will be bound by a Code of Practice, as **Appendix 1** to this policy. In particular, our direct employees should develop good awareness of our tenants' needs and respond accordingly.
- 1.6. HHT will ensure that tenants are fully aware of the range of available communication methods to make reporting as easy as possible. We will also keep tenants informed about the status of repairs and explain the circumstances when resolution is more complex.
- 1.7. HHT will ensure regular performance monitoring and reporting on responsive repairs, to assist in the identification and rectification of issues which may be causing repeat repairs and preventing target timescales from being achieved. An effective responsive repair service should also enable HHT to develop the

longer-term asset management plan, using records and information we obtain about the repairs history of properties to plan programmes of planned and cyclical work.

## **2 Repairs and Maintenance**

### **2.1 Responsive repairs definition**

Responsive repairs are defined as work identified by the tenant or another source to respond to day-to-day maintenance issues to existing elements of a home and environment.

### **2.2 Responsive repairs are not part of:**

- Planned cyclical maintenance, e.g. gas servicing, lift maintenance, electrical testing or cyclical painting
- Planned property fitness testing and programmed responsive repairs work e.g. external painting, guttering, extensive roof repairs, paving and fencing repairs etc.
- Planned property improvements & component replacements (such as new kitchens and bathrooms)
- Voids/empty property work
- Aids and adaptation work
- Insurance and restoration work

### **2.3. Responsibilities for Repairs**

2.3.1 We aim to set good standards of repair for all of our properties. Procedures are in place to ensure that repairs are carried out to a good standard and within set timescales.

2.3.2 Most repairs that are needed in a tenant's home will be HHT's responsibility, although there are some repairs for which tenants will be responsible. These are defined in **Appendix 2** to the policy.

### **2.4. Reporting Repairs**

Repairs may be reported in the following ways:

- Calling to our dedicated repairs line **020 8347 2204**
- E-mail: [repairs@hornseyht.co.uk](mailto:repairs@hornseyht.co.uk)
- Using the 'report a repair' service on our website at [www.hornseyht.co.uk](http://www.hornseyht.co.uk)
- Raising with the Housing Officer during home or Hub visits
- In Person at the office or Hub
- By an HHT operative attending for another repair

### **2.5. Out of hours service**

2.5.1 Our daily repairs reporting services are 9am to 5pm Monday to Friday.

2.5.2 For out of hours emergencies, tenants may call **020 8347 2204**. This service is managed by Frontline and will be provided from 5pm to 9am weekdays and from 5pm Friday through the weekend until 9am Monday.

- 2.5.3 The out of hours service on public holidays will operate as per weekend days, with normal services resuming at 9am on the next working day.

HHT staff will follow up with tenants directly on all out of hours repairs, on the next working day, to ensure any further necessary work is arranged.

### 3 Contacting HHT

- 3.1 In order to deal with a repair as effectively as possible, HHT staff will ask detailed questions, to ensure that the correct person attends and completes the work within allotted timescales.

- Tenant personal details (name, address, phone number)
- A full explanation of the problem in as much detail as possible (if emailing a repair, photographs can assist the process)
- The specific timeslots when access is convenient for works to be carried out
- With the tenant's consent, it is useful for the Contractor to have a contact number for specific access arrangements
- If the repair has already been reported and the tenant is following up, using a reference number of the incomplete repair will assist the process

- 3.2 Where damage has been reported to the police, a crime number must be supplied at the time of reporting the repair.

### 4 Appointments

- 4.1 If the repair is not an emergency, HHT will arrange an appointment for a time convenient for the tenant. Our repair working hours are from 9am until 5.00pm Monday to Friday.

- 4.2 We will offer mornings or afternoons for appointments as follows;

- AM (9am-1pm)
- PM (1pm-5pm)

- 4.3 Where the repair involves our **in-house operatives** we will endeavour to arrange more detailed appointment slots as follows:

- 9am-11am
- 11am-1pm
- 1pm-3pm
- 3pm-5pm

### 5 Achieving a repair solution without the need for multiple visits

- 5.1 When a repair is needed and is clearly diagnosed, we aim to complete the repair first time, where technically feasible, to avoid inconvenience for tenants having to wait for the repair to be completed on a follow up visit. Clear diagnosis of repairs when a tenant reports it to us (or at pre-inspection), is vital so we can send the correct operative to complete the job, with the correct materials and tools.

### 6 Repair timescales

6.1 When reporting a repair, tenants will be clearly advised on the categorisation and timescale for response to a repair in advance of making arrangements with them.

**6.1.1 Emergency repairs:**

**24 hours as a maximum, but within 4 hours where possible**

6.1.2 An emergency repair is anything causing immediate risk to the health, safety and security of any occupants and/or visitors to a home. It may also be defined as causing immediate damage to a property's structure, vital fixtures and/or fittings.

6.1.3 We will aim to visit within 4 hours for any situation that is either dangerous or likely to become so, or a serious health risk. In some instances, we will carry out initial works to make the situation safe and complete the works on subsequent visits.

6.1.4 Examples of emergency repairs include:

- Total loss of water supply, where the problem is not with the water company
- Total loss of electricity, where the problem is not with the electricity company
- Total loss of heating and hot water in cold weather or where household members are identified as particularly vulnerable
- Where electrics are damaged by water leaks
- Major plumbing leaks and taps which cannot be turned off and where damage is being caused
- Gas leaks
- Dangerous structural issues. such as a risk of ceiling collapse
- Toilet unusable if it is the only toilet in the home
- Blocked main drains causing back-surge of sewage
- Tenant is locked out due to defective locks or broken keys (not lost keys)

6.1.5 Where possible, our in-house team will aim to attend to emergency repairs that they are able to deal with, within 2 hours.

6.1.6 Issues which are reported and present significant risk to life such as gas leak and fire, shall be reported to the relevant authorities immediately.

6.1.7 Emergency repairs address an immediate health and safety risk. In making a judgement about this, we will follow law and regulation, and also consider the personal needs and circumstances of the tenant.

6.1.8 We will either complete a repair or carry out a temporary repair to make the situation safe. If we carry out a temporary repair to make the situation safe, we will return within a reasonable timeframe to complete the repair. This is likely to be the case if we need additional materials or components to complete the job or if the repair was reported out of hours.

6.1.9 HHT's repairs staff will follow up on all out of hours repairs to ensure further works required are planned with the tenant.

6.1.9 We will also keep tenants informed about the status of repairs and explain the circumstances when resolution is more complex.

## 6.2 Urgent and Routine Repairs:

### 20 calendar days

6.2.1 These repairs include the following and are deal with by appointment;

- Minor leaks and blocked drains and pipes
- Faulty electrical fittings and minor electrical faults
- Repairs to outside walls
- Repairing and replacing individual kitchen units
- Replacing door and window furniture (if there is no safety or security risk)
- Repairs to plasterwork
- Replacing wall and floor tiles
- Other minor plumbing work, including replacing taps
- Repairing and clearing guttering and down pipes
- Minor roof repairs
- Partial loss of water or electricity
- Partial loss of lighting to communal areas
- A complete loss of heating in the summer (1st May to 31st October) where no alternate heat source is available. Emergency action may include the provision of temporary heating.
- Partial loss of water or space heating in the winter heating season (temporary action may include the provision of temporary heating)
- Blocked sink, bath or basin
- Containable water leaks
- A tap cannot be turned
- Door entry system is not working
- Extractor fan broken in bathroom or kitchen
- Leaking roofs; note emergency works may be required dependent upon severity.

6.2.3 Our service standard is to complete these works within **20 calendar days** unless a tenant is unable to agree a mutual appointment within these timescales or the work is complex and requires more time to complete.

6.2.4 We recognise that, in certain circumstances, appointed repairs will need to be completed more urgently. Where it is agreed that a repair should be treated as urgent, we will upscale the completion of the work to be done within **7 calendar days**. Such repairs may include loss of heating or hot water supply (where not deemed an emergency), electrical work, partial loss of water or gas supply, structural repairs (e.g. roof leaks, banisters, handrails), plumbing repairs (e.g. toilet not flushing, taps which cannot be turned on). Urgent repairs will be decided at the discretion of the repairs service management.

## 6.3 Damage caused by tenants and visitors

6.3.1 If a tenant or their visitors are responsible for neglect or damages to the home, either accidentally or on purpose, and we have to carry out repairs as a result, then we will recharge the cost of the work and apply an administrative charge to cover the full cost.

## 6.4 Major repairs

### 60-90 calendar days

6.4.1 Our response times include time required for an inspection. If a repair is classified by HHT as a major repair, it should be completed within **60 calendar days** after completion of an inspection.

6.4.2 Exceptional circumstances may warrant some major repairs requiring **90 calendar days**. A major repair is defined as a repair that requires significant extra work that cannot be completed under the parameters of a standard responsive repair

## 6.5 Awaab's Law compliance

6.5.1 In accordance with the regulations introduced on 27<sup>th</sup> October 2025, in relation to emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants, we will;

- investigate any potential emergency hazards and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable, both within 24 hours of becoming aware of them
- investigate any potential significant hazards within **10 working days** of becoming aware of them
- produce a written summary of investigation findings and provide this to the named tenant within **3 working days** of the conclusion of the investigation
- undertake relevant safety work within **5 working days** of the investigation concluding, if the investigation identifies a significant hazard
- begin, or take steps to begin, any further required works within **5 working days** of the investigation concluding, if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in **5 working days** this will be done as soon as possible, and work will be physically started **within 12 weeks**
- satisfactorily complete works within a reasonable time period
- secure the provision of suitable alternative accommodation for the household, at HHT's expense, if relevant safety work cannot be completed within specified timeframes
- keep the named tenant updated throughout the process and provide information on how to keep safe

6.5.2 We have implemented a separate procedure on addressing repairs relating to Awaab's Law.

## 7 Tenant review of repairs performance

7.1 HHT will ensure there are various methods for tenants to provide feedback and be consulted on the repairs service. There are three main methods of involvement and consultation.

7.2 Customer satisfaction surveys

- 7.2.1 All tenants who have a repair undertaken will have the opportunity to complete a customer satisfaction survey. Completed surveys shall be reviewed as part of our monthly repairs management meetings.

### 7.3 Tenant Quality Assurance Committee

- 7.3.1 HHT has a Tenant Quality Assurance (TQA) Committee comprising tenant representatives and Board members. The purpose of this Committee is to scrutinise operational performance, including repairs. The Committee will meet quarterly and is involved in monitoring our services and making recommendations to Board.

- 7.3.2 As appropriate, the TQA representatives may also visit HHT properties to assess repairs quality, with the authorisation of the tenant.

### 7.4 Contract procurement

- 7.4.1 HHT has a Tenant Panel, whose representatives are involved in the specification and interview process when repairs and maintenance contractors are invited to tender for a contract, providing tenant insight. Tenant Panel representatives are also invited to attend contractor review meetings to ask questions and provide feedback to contractors.

## 8 Complaints relating to repairs

- 8.1 Tenants are entitled to use our complaints process to highlight service failures in relation to the repairs service, and may do so using our Complaints Policy.
- 8.2 Compensation may be applicable in certain cases, and is a payment made to a customer following a failure in service delivery. Tenants may refer to our Compensation Policy for further information. Where a contractor has contributed/caused the delay, such as failed appointments, the compensation due to the tenant in accordance with the policy will be sought from the contractor.
- 8.3 If someone else damages the tenant's home, either through crime or vandalism, the tenant must report it to the Police and obtain a crime incident number before we will carry out a repair.

## 9 Damage by Trust employees or contractors

- 9.1 If a Tenant believes that loss or damage has been caused to their property due to actions by a Trust employee or one of its contractors, they should immediately contact HHT. Any compensation or insurance claim awarded as a result may be used to offset any debt the tenant owes HHT.
- 9.2 Some damage may be covered by home contents insurance, and if this is the case, then we would expect the Tenant to make a claim on their insurance.

## 10 Household insurance

- 10.1 HHT insures the structural fabric of the home. The tenant is responsible for insuring the contents of the home and HHT recommends that all tenants take out home contents insurance. While HHT cannot give advice on insurance, it can assist with further information on securing insurance cover.



10.2 If HHT is carrying out building works to the home or has put up scaffolding around the home, tenants must notify their household insurer. If they do not, household insurance may be invalidated.

10.3 Damage to tenant property within the home caused by a contractor is expected to be rectified by that contractor or compensation provided as necessary.

## **11 Planned and Cyclical programmed maintenance work**

11.1 We plan to complete work that does not fit into the responsive repair categories through long-term planned maintenance programmes, as this is the most cost-effective way of working, improves tenant choice and ensures that we maximise the 'life-cycle' of components.

11.2 Some examples of such work are:

- Servicing gas central heating
- Decorating the outside of the home
- Repairing garden gates and fences
- Repairing windows
- Minor carpentry jobs
- Kitchen and bathroom refurbishment/replacement

## **12 Repairs to Newly Refurbished Properties**

12.1 If a tenant has moved into one of our newly refurbished properties, the contractor is responsible for repairing any defects that arise during the first 12 months. Tenants who find any faults that need repairing should report them in the usual way during working hours, or for emergency issues, using the out of hours service.

## **13 Quality of Completed Work**

13.1 We aim to ensure that no repair is recognised as completed until the tenant has accepted that it has been.

13.2 Prior to paying our contractors, we will also carry out post-inspections on 25% of works completed to review:

- Before and after photographs
- Both HHT and the tenant's satisfaction with works completed
- That the correct repair work was carried out
- That the work was completed within the target timescale
- The tenants view of the quality of work and conduct of the tradesperson or contractor

## APPENDIX 1

### Contractor/Operative Code of Practice

We aim to provide tenants with a good quality service. Therefore, our own staff and contractors alike are expected to carry out their work professionally and work in accordance with Hornsey Housing Trust's organisational values.

#### Before the contractor/operative arrives

The operative will:

- check they have the repair details and arrange access with the tenant;
- check any personal needs the tenant may have in the course of carrying out the work;
- make sure they plan for the repair and have what they need to do the job, including to protect the living environment;
- make sure they have the correct parking permits.

#### Meeting the tenant

The operative will:

- show their identification card;
- confirm the work they need to do with the tenant and explain how long it is likely to take;
- explain if they have to disconnect gas, water or electricity for a time;
- be polite and respect the tenant's home;
- be professional and not gossip about other tenants, HHT, its staff or other contractors.

#### Keeping clean and tidy

The operative will:

- use footwear protection as necessary to avoid mess on floor coverings;
- use dust sheets if the work will cause a mess, and any other protection to avoid damaging the home or belongings;
- move any furniture if they need to and put it back at the end of the day;
- not smoke in the tenant's home or garden.

#### Carrying out the work

The operative will:

- carry out their work in a safe way, and try to avoid causing disruption;
- only use good-quality materials;
- only enter the rooms or areas where they are working in the home;
- help keep the property secure by not leaving front doors open or leaving ladders where people could use them to get into the property;

- take extra care if there are small children or people who can't move around very well by making sure that they don't leave things out that could be tripped over, or leaving dangerous items, such as electrical wires, exposed;
- make sure the tenant still has use of a toilet, cold and hot water, cooking facilities, lighting, and some form of heating (in winter);
- only work between 8 am and 6 pm, Monday to Friday - unless an alternative time is arranged in advance;
- give clear advice on how to use any repaired items, and warn about wet paint;
- ask the tenant to sign a works confirmation form when they are finished (non-emergency repair work only).

## APPENDIX 2 – REPAIR RESPONSIBILITIES

	TRUST	TENANT	NOTES
<b>KITCHEN</b>			
Kitchen units	✓		
Sink tops	✓		
Switches	✓		
Sockets	✓		
White goods		✓	Except in communal areas
<b>BATHROOM</b>			
Bath	✓		
Shower	✓		Except where installed by tenant.
Sink or wash hand basin	✓		
Toilet	✓		
Toilet seat		✓	
<b>PLUMBING</b>			
Blocked sink, wash hand basin	✓		Blockages caused by misuse may be recharged to the tenant.
Cold water supply	✓		
Downpipes	✓		
Drains and gutters	✓		
Hot water supply	✓		
Sink plugs and chains		✓	
Washing machine fittings	✓		We will attend to leaks, repairs to appliances are tenant responsibility except in communal areas.
<b>HEATING</b>			
Gas central heating	✓		
Electric heating systems	✓		
Heating installed by tenant		✓	
<b>WINDOWS</b>			
Glass		✓	In case of vandalism, Trust will replace upon receipt of crime number following police report.
Window frames	✓		

	TRUST	TENANT	NOTES
Window handles	✓		
Window catches	✓		
Window locks	✓		Only if installed by HHT.
<b>DOORS</b>			
Entrance doors to the building	✓		
Doors to flat	✓		
Locks	✓		Only if installed by HHT.
Internal doors		✓	Unless fittings have failed due to natural wear and tear.
Door entry systems	✓		
Door bells		✓	
Door chains		✓	
Keys		✓	Main door entry fobs & keys may be purchased from HHT.
<b>ELECTRICAL</b>			
Door entry systems	✓		
TV aerial	✓		Only if installed by HHT.
Immersion water heater	✓		
Light fittings	✓		Only if installed by HHT. Does not include shades or freestanding lamps. Light bulbs must be purchased by the tenant and HHT can assist with fitting.
Extractor fans / ventilation	✓		
Smoke detectors & carbon monoxide detectors	✓		
Sockets	✓		
Switches	✓		
Plugs (for appliances)		✓	Except in communal areas.
Landing and stair lighting	✓		
Wiring	✓		
<b>STRUCTURE</b>			
Walls, floors, ceilings	✓		

	TRUST	TENANT	NOTES
Roof	✓		
Damp proof course	✓		
Plasterwork	✓		
<b>OTHER</b>			
Rotary driers		✓	Except in communal areas.
Garden landscaping	✓	✓	Private gardens are normally tenant's responsibility, communal areas are managed by HHT.
Footpaths	✓		
Paving slabs	✓		Unless laid by tenant.
Bin stores	✓		
Fences and gates	✓		Unless built by tenant.
Internal decoration		✓	Except for making good works relating to other repairs, and where tenancy agreements contain redecoration clauses.
External paintwork	✓		

This policy will be reviewed on a 3 year basis.