

# Responsive Repairs Policy

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## 1. Introduction

- 1.1 A2Dominion has a responsibility to maintain the external and internal structure of properties including fittings and services. The responsive repairs service complements A2Dominion's planned and cyclical programmes to ensure our stock is well maintained and meets the needs of our customers. A2Dominion's damp and mould policy is detailed separately.
- 1.2 A 'responsive repair' is day-to-day maintenance work carried out in response to a request from a resident or other individual, which addresses works to maintain a home, building or a component within it, until the next cycle of planned programmes. So, for example, it would be a repair to a kitchen drawer (responsive) rather than the replacement of a whole kitchen (planned). We will replace like for like or nearest match possible.
- 1.3 This policy meets the Home Standard 2012 of the regulatory framework for social housing in England (2015) and supports the Homes (Fitness for Human Habitation) Act 2020.<sup>1</sup>

## 2. Policy aims and objectives

- 2.1 This policy outlines the principles of how we will provide an accessible responsive repairs service which is suitable for all of our residents' needs.
- 2.2 The full provision of this only applies to:
  - Customers living in social housing (including care and support)
  - Homes for intermediate, affordable and private rent with assured secure tenancies, or assured short hold tenancies.
- 2.3 We **will not** carry out repairs:
  - For leaseholders where the terms of the lease state that such repairs are the responsibility of the leaseholder.

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<sup>1</sup> <https://www.gov.uk/government/publications/home-standard> and <https://www.legislation.gov.uk/ukpga/2018/34/introduction/enacted>

**For a copy of this policy in an alternative format, such as large print or a translation, please contact our Customer Contact Centre by calling 0800 432 0077 or via our website ([www.a2dominion.co.uk/contact](http://www.a2dominion.co.uk/contact))**

- In homes owned by private sector landlords which are managed by A2Dominion for the purpose of providing temporary accommodation (where the lease explicitly states this is the landlord’s responsibility)<sup>2</sup>.
- In cases where A2Dominion manages and owns a property that has a superior landlord, who is responsible for some or all of the repair obligations.
- In emergency cases we may still step in, in order to address health and safety concerns. In such circumstances A2D may seek to recover the cost of the work if appropriate to do so.

2.4 A2Dominion may recharge residents for a repair if they;

- Request repairs which are their responsibility
- Have deliberately caused damage to the item for which they are requesting a repair

2.5 In cases where a resident reports more than 6 repairs within a 6 month period, A2Dominion may decide to instruct a full property survey prior to agreeing further repair orders.

### 3. Reporting a repair

3.1 Residents are able to report a repair through a variety of methods including;

- Telephone
- Online via the Group’s website/My Account
- In person at any of our offices

3.2 All repairs, with the exception of “urgent” and “communal”, are made by appointment with the resident at the time it’s reported.

3.3 If a resident has a support or communication need they should make A2Dominion aware of this, so that we can make contact in the most appropriate way for their needs.

3.4 When booking, or recording a repair, A2Dominion will assign one of four possible repair priorities:

Category	Response Time
<b>Emergency make safe (including out of hours)</b>	Complete within 4 hours of first report (not appointed)
<b>Emergency complete</b>	Complete within 24 hours of first report (not appointed)

<sup>2</sup> A2Dominion’s Temporary Accommodation Team will, if necessary, liaise with those landlords to ensure the aims of this policy are delivered

Category	Response Time
<b>Standard</b>	Complete within 20 working days (appointed)
<b>Planned and Packaged</b>	Complete within 90 days (appointed)

(These categories and timings will be reviewed during 2024 and the policy may be updated then)

3.5 A2Dominion will offer the following options as arrival times:

Category	Arrival Time
<b>Morning</b>	Between 8am and 12pm
<b>Afternoon</b>	Between 1pm and 5pm

(These categories and timings will be reviewed during 2023 and the policy will be updated then)

3.6 In line with our prioritisation policy, we will aim to fast-track repairs for our most vulnerable customers, wherever we reasonably can. The timescales for these will be managed with customers, depending on their needs and the work involved. We will seek to identify vulnerability at the first point of contact through proactive engagement with customers encouraging their disclosure of matters which need to be considered in the prioritisation of their repair.

## 4. Undertaking a repair

4.1 Wherever possible A2Dominion will ensure, at the earliest opportunity, that residents are advised of any changes or delays to their appointment.

4.2 Planned and cyclical works are planned several years in advance. A2Dominion will write to residents to let them know when planned works are scheduled to happen in advance.

4.3 Wherever possible A2Dominion will provide all contractors with the necessary information needed to carry out the repair including any resident requirements as set out in section 3.3.

4.4 We require our contractors to;

- Show identification to the resident
- Behave appropriately whilst in the resident's home, showing respect for both the resident and their belongings.
- Remove any rubbish and ensure the area they have worked in is left clear and tidy.

4.5 If A2Dominion requires emergency access to a property to remedy a serious health and safety risk or believe that a resident is incapacitated or has died in the property we may force entry.

## 5. Our service standards

- 5.1 A2Dominion strives to deliver a consistently high service to our residents and ensure that we meet our responsive repairs customer service standards. The service standards are available on our website or hard copy on request.<sup>3</sup>
- 5.2 We are committed to providing a high-quality service, working with our contractors. All our contractors work to an agreed code of conduct that outlines the standards we expect from them. The code of conduct for our contractors is available on our website.
- 5.3 With regard to service and performance quality we measure our contractor's performance against a wide number of measures including the new Tenant Satisfaction Measures;
- Satisfaction that the home is well-maintained
  - Satisfaction with repairs service
  - Satisfaction with time taken to complete repair
  - Total time taken to complete responsive repairs (time taken from resident reporting repair to completion)
  - Percentage of urgent repairs attended to within 24 hours
  - Percentage of jobs completed as a first time fix (did we fully complete the job at the first appointment?)
- 5.4 We will undertake post repair inspections for a sample of repairs to assess quality of the repair. The minimum level of post repair inspections will be 10% of all completed works. For specific categories of work including damp and mould repairs, disrepair cases, and complaints the target is 100%.
- 5.5 A2Dominion has zero tolerance towards the abuse of any staff or contractors by residents or their visitors. It is an expectation that all residents and their visitors treat all staff with dignity and respect. Aggressive, discriminatory, threatening, abusive or insulting behaviour will not be tolerated and we will take reasonable measures to protect staff and contractors from such behaviour where appropriate.

## 6. Consultation

- 6.1 This policy has been created in consultation with colleagues from health and safety and customer communications. This policy will be shared with the

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<sup>3</sup> <https://my.a2dominion.co.uk/help/article/KA-01686/en-gb>

Customer Engagement Framework once in place and any adjustments made based on their feedback.

## **7. Equality, Diversity & Inclusion Statement**

- 7.1 A2Dominion Group, colleagues, partners, stakeholders and contractors are committed to providing services, which are relevant and appropriate to the needs of people. We will treat others fairly and without discrimination.
- 7.2 We will ensure that all our services relating to this policy are accessible and available for all customers as set out in the requirements of the Equality Act 2010.
- 7.1 We have carried out an equality impact assessment (EIA) on this policy with no changes/action needed.

## **8. Data Protection Statement**

- 8.1 The protection of personal data is of great importance to A2Dominion Group and more than just a legal obligation.
- 8.2 A2Dominion Group and affiliate organisations are the data controllers registered with the ICO with the following registration numbers:
  - A2Dominion Housing Group Limited: Z4843307
  - A2Dominion Homes Limited: Z9799978
  - A2Dominion South Limited: Z7835340
  - A2Dominion Housing Options Limited: Z5412073
  - A2Dominion Residential Limited: Z3391351
  - A2Dominion Developments Limited: ZA103931
  - Pyramid Plus London LLP: Z3594227
  - Pyramid Plus South LLP: Z3594230
- 8.3 Our data protection policy and procedures are governed by the Data Protection Act 2018. We collect and process personal information in order to provide housing services and meet our contractual and legal obligations. All persons authorised to receive personal data are obliged to handle personal data in accordance with applicable laws and regulations at all times.
- 8.4 For information on how we collect, store, process and use customers' personal data, please visit our website on <https://www.a2dominiongroup.co.uk/privacy-and-cookie-policy>.
- 8.5 For employee related privacy statement, please contact our HR team at [hrenquiries@a2dominion.co.uk](mailto:hrenquiries@a2dominion.co.uk).

8.6 You can also contact the Data Protection Officer / Data Compliance team at [governance@a2dominion.co.uk](mailto:governance@a2dominion.co.uk)

## 9. **Associated documents** - include links to regulations or external documents

- Gas Safety Policy
- Damp and mould policy
- Repairs Matrix
- Safeguarding Adults Policy
- Safeguarding Children's policy
- Rechargeable Repairs Procedure
- Customer Service Standards
- Repairs no access process
- Repairs appointments process
- Cancelled repairs jobs
- Out of contract procedure
- Prioritisation policy