

Repairs Policy

Responsible Director	Chief Property Officer
Owner	Property Directorate
Policy author:	Director of Repairs & Director of Building Safety
Approved by:	EMT (and provided to CSC and Group Board for input)
Date approved:	16/10/2024
Date of next review:	17/10/2027
Regulatory link	<ul style="list-style-type: none"> • Regulator of Social Housing Safety & Quality Standard • Building Safety Act 2022 • Homes (Fitness for Human Habitation) Act 2018
Publish	Published in full on customer website, in addition to knowledge article providing summary
Policy type	<input checked="" type="checkbox"/> Gold - Regulatory/ legislation/Board sign off <input type="checkbox"/> Silver - Strategic/organisational wide/EMT sign off <input type="checkbox"/> Bronze - Operational/department specific/ Director sign off (NB Silver or Bronze policies can also have regulatory relevance)

1. Introduction

- 1.1 This policy explains our approach to providing a repairs service that is accessible and meets our customers' needs.
- 1.2 Where customers have a specific, contractual individual responsibility for repairs, we outline this within individual tenancy and leasehold agreements.
- 1.3 A2Dominion provides both a responsive repairs service (i.e. where we carry out work in response to a customer request) and a planned and cyclical works programme (where we carry out cyclical works to upgrade



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and improve things such as kitchens and bathrooms). This applies where we have a responsibility to maintain the external and/or internal structure of properties, including fittings and services. The responsive repairs service complements our planned and cyclical programmes to ensure our homes are well-maintained and meet the needs of our customers.

- 1.4 A 'responsive repair' is day-to-day maintenance work carried out in response to a request from a customer or other individual, which addresses works to maintain a home, building or a component within it (e.g., lifts, gates, fire alarms) 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. We also have a separate Damp and Mould policy.
- 1.5 This policy meets the Regulator of Social Housing's Safety & Quality Standard, the Building Safety Act 2022. and supports the Homes (Fitness for Human Habitation) Act 2018.¹

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 our customers' needs.
- 2.2 The full provision of this policy applies to:
 - Customers living in social housing (including specialist housing)
 - Homes for intermediate, affordable and private rented accommodation.
- 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
 - 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). A2Dominion's Temporary Accommodation Team will, if necessary, liaise with these landlords to ensure the aims of this policy are delivered.
 - In cases where A2Dominion manages and owns a property that has a superior landlord who is responsible for some or all the repair obligations, for example where a freeholder owns the building and is responsible for maintaining some parts.

- 2.4 In emergency cases, we may undertake a repair that is not our responsibility in order to address health and safety concerns. In such circumstances, A2Dominion will seek to recover the cost of the work if appropriate to do so.
- 2.5 A2Dominion may recharge customers 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.
 - Have failed to report a repair that has then escalated to a substantial repair that could have been avoided.
 - Miss an appointment or refuse access when reasonable notice has been given, as stated in occupancy agreement.
- 2.6 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 Customers can report a repair through a variety of methods including:
- Telephone
 - Online via A2Dominion's customer website/customer portal My Account/Live Chat service
 - In person at any of our offices.
- 3.2 All repairs, with the exception of "emergency" and "communal", are made by appointment with the customer at the time it's reported wherever possible. If no appropriate slots are available then we will contact the customer to book in an appropriate slot. A2Dominion follows a cancellation procedure in the event of non-response.
- 3.3 All communal jobs raised will be subject to the same priority timescales as outlined below.
- 3.4 If a customer 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.
- 3.5 When booking, or recording a repair, A2Dominion will assign one of 4 possible repair priorities:

Category	Response Time
Emergency make safe (including out of hours)	Complete within 4 hours of first report (not appointed)
Urgent repair	Complete within 24 hours of first report (not appointed)
Standard repair	Complete within 20 working days (appointed)
Planned & Packaged repair e.g. larger works that may require multiple trades/contractors.	Complete within 90 calendar days (appointed)

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

- 3.6 When booking or recording a gas-related repair, A2Dominion will assign one of the following possible repair priorities:

Category	Response Time
Uncontainable leak (including out of hours)	Complete within 4 hours of first report (not appointed) e.g., where there is potential to damage property
Emergency repair	Complete within 24 hours of first report (not appointed) e.g., no hot water
Urgent Repair	7 days e.g., could be heating won't switch off
Non Urgent	Complete within 2 working days (appointed) e.g., damaged switch

- 3.7 A2Dominion will offer the following options as appointment slots:

Category	Response Time
Morning	Between 8am and 1200
Afternoon	Between 1pm and 5pm

- 3.8 In line with our Prioritisation policy, we will aim to fast-track repairs for customers who are in vulnerable situations/circumstances, wherever we reasonably can. The timescales for these will be managed with customers, depending on their needs and the work involved.
- 3.9 We will seek to identify if a customer is in a vulnerable situation at the first point of contact with them. We will do this through proactive engagement with customers encouraging their disclosure of matters which need to be

considered in the Prioritisation of their repair. Please see our Prioritisation policy for more information about how A2Dominion identifies and prioritises services for customers with vulnerabilities.

4. Undertaking a repair

- 4.1 Wherever possible we will ensure, at the earliest opportunity, that customers 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 customers 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 customer requirements as set out in section on [reporting a repair](#).
- 4.4 A2Dominion requires contractors working on our behalf to:
 - Show identification to the customer
 - Behave appropriately whilst in the customer's home, showing respect for both the customer 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 if we believe that a customer is incapacitated or has died in the property, we may be required to force entry.

5. Our service standards

- 5.1 A2Dominion strives to deliver a consistently high service to our customers and ensure that we meet our responsive repairs customer service standards. The service standards are available on our customer website or hard copy on request.ⁱⁱ
- 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.
- 5.3 With regard to service and performance quality we measure our contractor's performance against a wide number of measures including the 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 the quality of the repair. The minimum level of post repair inspections will be 10% of all completed works. For specific categories of work including major damp and mould repairs, disrepair cases and any high-risk works the target is 100%.
- 5.5 A2Dominion has zero tolerance towards the abuse of any staff or contractors by customers or their visitors. It is an expectation that all customers 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 We have consulted with our building safety and property development teams and will share this policy with customers for scrutiny.

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.
- 7.3 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 www.a2dominiongroup.co.uk/privacy-and-cookie-policy.
- 8.5 For employee related privacy statement, please contact our People Services team at people.support@a2dominion.co.uk.
- 8.6 You can also contact the Data Protection Officer / Data Compliance team at governance@a2dominion.co.uk

9. Associated documents

- Customer Recharge policy
- Damp and mould policy
- Prioritisation policy
- Safeguarding Adults policy
- Safeguarding Children policy
- Repairs Matrix
- A2Dominion's service standards

10. Record of amendments

Date	Details of amendment	Name and job title
November 24	Amended wording to Category in 3.6 as duplication of wording.	Laura Allwood/Tania Emery
July 2024	Inclusion of Mechanical and Electrical (M&E) repairs section 3, update to communal repairs 3.3 and update to timescales section 3 and amendments to surveying requirements across repairs/M&E.	Tania Emery, Building Safety Director / Jo Evans, Director of Repairs and maintenance
August 2023	Update to 3.4 to align emergency and standard repair times with those incorporated into the procurement of a new JV partner for the PyramidPlus London area and to standardise these with the Pyramid Plus South area with effect from 1 st October 2023. Introduction of new categories for Planned and Packaged repairs	Trevor Graham, Damp and Mould consultant
February 2023	Update to include SLAs and repair times	Leon Graham, Head of Responsive Repairs and Environmental
November 2022	Review and refresh including like for like or best match replacement, post repair inspections, ED&I statement, EIA and data protection, also reference to damp and mould policy which is being prepared Inserted 1.2; 1.3; 2.4; 2.5; 4.4; 5.2 Updated section 3 - 'Reporting a repair' Deleted 3.5; 4.1 Updated section's 4; 5; 7	Sean Frizell, Leon Graham, Head of Responsive Repairs and Environmental, Laura Graham, Head of Corporate Strategy, Senior Technical Manager
August 2018	Re-write of Responsive Repairs Policy: Updated 1.1; 1.2; 1.3; 3 (prev 2.2); 4 (prev 2.3) Inserted 2.1; 2.2; 2.3; 3.2, 3.3, 3.4, 3.5; 4.5 Deleted sections: complaints & compensation;	Martyn Mumford

Date	Details of amendment	Name and job title
November 24	Amended wording to Category in 3.6 as duplication of wording.	Laura Allwood/Tania Emery
	Performance measures & targets; Responsibility & repairing arrangements Monitoring & Review to 'Review' Changed policy review from 5 to 3 years Appendix 1 – new 'Repairs Matrix' and replaces section 2 'Implementation'	
November 2014	Amendments reviewed and signed off at PSIG	Emma S
July 2014	Review of Policy	Emma S

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

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