

Feldon Housing Limited Repairs Policy

1. Introduction

We are committed to providing all our residents with safe, secure, well-maintained homes.

We have a separate policy for how we will deal with damp and mould in your home. This can be found on our website, or you can contact us to request a copy or for advice on damp and mould, or any other repair.

Our commitment: We will deliver a responsive, high-quality repairs service that puts residents first, ensures homes are safe and decent, and provides value for money.

2. Our Responsibilities

We must keep your home in good repair and ensure it is safe, in line with the law. This includes:

- The structure and exterior of your home (e.g. walls, roof, windows, stairs, doors)
- Installations for water, gas, electricity, sanitation, heating, and hot water (e.g. boilers, pipes, wiring, sinks, toilets)
- Common areas in blocks or shared spaces
- Ensuring your home is fit to live in (meets the Decent Homes Standard) and free from hazards
- Fire safety equipment and systems
- Security features (e.g. communal door entry systems)

Your tenancy agreement may also specify additional repairs we are responsible for.

3. Tenant Responsibilities

You are responsible for:

- Looking after your home and carrying out small jobs (e.g. changing light bulbs, replacing batteries in smoke alarms, unblocking sinks caused by misuse)
- Reporting repairs or damage as soon as you become aware
- Allowing us or our contractors reasonable access to your home for inspections or repairs (we will give 24 hours' notice except in emergencies)
- Repairing anything you (or your visitors) have damaged, beyond normal wear and tear
- Maintaining any improvements you have made to your home

Reference 10.B

- Keeping your home adequately heated and ventilated to prevent condensation

4. Reporting Repairs

You can report repairs by:

- **Telephone:** 01608 686626
- **Email:** info@feldonhousing.co.uk
- **In person/by letter:** Unit 7 Brailes Industrial Estate, Lower Brailes, Banbury OX15 5JW

Emergency out-of-hours number: 01608 686626

What information to provide:

- Your name and address
- Clear description of the problem
- Whether anyone is at risk, including where you are sick, or have a disability or have older people or children under 11 living in your home
- Best times for access
- Any special access requirements

We will acknowledge all repair reports **within 1 working day**

5. Repairs Categories and Response Times

Emergency Repairs

Definition: Where there is immediate risk to health, safety, security, or major property damage. This includes where there are vulnerable people in your home such as older people or children under the age of 11, or people with a disability or illness which makes them more vulnerable because of the type of repair needed.

Examples:

- Total loss of heating in winter (October-March)
- Major water leaks causing flooding
- Total loss of electricity
- Dangerous structural damage
- Gas leaks
- Loss of security (broken doors/windows)

Reference 10.B

- Severe damp and mould (please see our Damp and Mould Policy)

What we will do: Attend within **24 hours** to make safe. Complete permanent repair as soon as possible.

Urgent Repairs

Definition: Where there is significant inconvenience or potential for the issue to worsen.

Examples:

- Partial heating loss
- Blocked drains affecting use
- Faulty electrical circuits
- Loose handrails
- Minor roof leaks

What we will do: Complete within **5 working days**.

Routine Repairs

Definition: Non-urgent issues and general maintenance.

Examples:

- Dripping taps
- Minor plasterwork
- Internal door adjustments
- Non-urgent decoration repairs

What we will do: Complete within **20 working days**.

If we are unable to deliver routine repairs within 20 days because the work is complex, or we are waiting for a part or a specialist contractor, we will keep you updated until the repair is completed.

6. Rechargeable Repairs

When We May Charge You

We may charge you for repairs that are your responsibility, including:

- **Damage beyond normal wear and tear** caused by you, your household, or visitors

- **Neglect or misuse** of facilities or fixtures
- **Improvements you've made** that subsequently need repair
- **Forced entry** due to denied access for essential safety checks
- **Lost or additional keys** and security fobs
- **Clearing blockages** caused by inappropriate items (e.g. nappies, sanitary products)

What Constitutes Rechargeable Damage

Examples of rechargeable repairs:

- Holes in walls from picture hanging or other damage
- Broken doors, windows, or fixtures due to misuse
- Damage from pets beyond normal wear
- Carpets or flooring damaged by neglect
- Kitchen units damaged by misuse
- Deliberate damage or vandalism
- Repairs needed due to hoarding or poor housekeeping

Examples of normal wear and tear (NOT rechargeable):

- Faded paintwork or wallpaper
- Worn carpets from normal use
- Minor scuffs on walls
- Worn kitchen worktops from normal cooking
- Natural settlement cracks

Our Rechargeable Repairs Process

1. **Assessment:** We will inspect and determine if damage is rechargeable
2. **Notification:** We'll explain why the repair is rechargeable and provide a written estimate
3. **Right of appeal:** You can challenge our decision within 10 working days
4. **Payment options:** We'll offer payment plans if the cost exceeds £100
5. **Work completion:** Repairs proceed once payment arrangements are agreed

Fair and Transparent Charging

- All charges reflect reasonable costs based on contractor rates
- We'll provide itemized invoices showing labour and materials
- No administrative charges will be added to repair costs
- We consider individual circumstances, including financial hardship
- Vulnerable residents receive additional support and consideration

Support Available

If you're struggling to pay for rechargeable repairs, we can:

- Arrange affordable payment plans
- Refer you to money advice services
- Consider exceptional circumstances
- Provide information about grants or assistance schemes

7. Quality and Resident Involvement

- Our repairs will meet all legal and safety standards
- Residents will be kept informed throughout the repair process
- We will ask for your feedback after repairs and use it to improve our services
- We involve residents in reviewing our repairs service satisfaction surveys and in other ways in line with our resident engagement arrangements.
- We publish annual performance data including repair satisfaction scores

8. Our Service Standards

- Keep all appointments or give 24 hours' notice of changes
- Complete repairs 'right first time' where possible
- Leave your home clean and tidy after work
- Provide clear information about any follow-up needed
- Treat you and your home with respect

9. Keeping You Safe

- All contractors will show ID and be in branded vehicles/uniform
- We only employ competent, qualified staff and contractors

Reference 10.B

- All work complies with health and safety legislation
- Regular safety checks for gas, electrical, fire, and other risks
- Risk assessments completed before major works
- Safeguarding procedures for vulnerable residents

10. Access for Repairs

Your Rights

- 24 hours' notice for routine repairs (except emergencies)
- Appointments at reasonable times
- Right to reasonable adjustment if you have specific needs
- Clear identification of all operatives

Your Responsibilities

- Provide reasonable access when appointments are made
- Ensure someone over 18 is present during work
- Clear access to repair areas
- Inform us of any access difficulties or special requirements

If Access is Denied

- We'll try to rearrange appointments
- Persistent denial may result in forced entry charges (with a court order for this) for essential safety work
- Legal action may be taken for repeated access refusal

11. Planned Maintenance and Improvements

For planned maintenance or improvements (e.g. new kitchens, bathroom upgrades, heating systems):

- We will consult with you about timing and specifications
- Provide clear information about the work and expected timescales
- Minimize disruption through good planning and communication
- Offer choices where possible (e.g. kitchen finishes)
- Monitor satisfaction and use feedback to improve future programmes

12. Temporary relocation due to a repair or planned maintenance

In some cases, we may need to move you to another home temporarily while we carry out certain types of works and/or where there is a vulnerable person in the household and staying in the property will have the potential to put them at risk.

Please see our Temporary Relocation Policy for more information about this.

13. Complaints and Redress

If you are unhappy with your repair or our service:

Informal Resolution

- Contact us immediately to discuss concerns
- We'll try to resolve issues quickly and informally

Formal Complaint

- Use our formal two stage complaints procedure
- Full investigation and written response within 20 working days at each stage
- Clear explanation of findings and any remedial action

Stage 3: Housing Ombudsman

- Contact the Housing Ombudsman if you are dissatisfied with our final response
- The Housing Ombudsman provides free, independent service for social housing residents
- Phone: 0300 111 3000 or www.housing-ombudsman.org.uk

Your Rights

- Compensation for poor service or delays
- Alternative dispute resolution
- Support from advocacy services

14. Monitoring and Performance

We monitor and report on:

- Repair completion times and satisfaction scores
- Right first-time completion rates
- Appointment keeping performance
- Complaint levels and outcomes

Reference 10.B

- Resident feedback and service improvements

15. Performance targets:

- 95% of emergency repairs completed within 24 hours
- 90% of urgent repairs completed within 5 working days
- 90% of routine repairs completed within 20 working days
- 90% resident satisfaction with completed repairs
- 95% of appointments kept as arranged

We publish annual performance data and use resident feedback to continuously improve our service.

16. Legal and Regulatory Compliance

Our repairs policy is based on the following key legislation and guidance:

- Landlord and Tenant Act 1985, Section 11
- Homes (Fitness for Human Habitation) Act 2018
- Housing Acts 1985, 1988, and 1996
- Social Housing (Regulation) Act 2023 and Consumer Standards (2024)
- Awaab's Law (Social Housing Regulation Act 2023)
- Building Safety Act 2022
- Health and Safety at Work Act 1974
- Equality Act 2010
- Guidance from the Housing Ombudsman and sector best practice

17. Related Feldon Housing policies

- Adjustments to Services Policy
- Equality, Diversity and Inclusion Policy
- Damp and Mould Policy
- Temporary Relocation Policy
- Complaints Policy

18. Policy Review

We will review this policy annually, or sooner if required by changes in law, regulation, or best practice. Residents will be consulted on any significant changes.

19. Contact Information

General repairs, complaints and enquiries:

- Phone: 01608 686626
- Email: info@feldonhousing.co.uk
- Post: Unit 7 Brailes Industrial Estate, Lower Brailes, Banbury OX15 5JW

Emergency out-of-hours: 01608 686626

Document Reference: FHL-POL-004

Version: 2.0

Approval Date: [To be completed]

Review Date: [Annual review date]

This policy is available in alternative formats including large print, audio, and other languages on request.