

Responsive Repairs

Who does this policy apply to:	This policy is for all Staff and Tenants.
Review Date (minimum every three years)	This policy is due for review in April 2028.
Policy Author/Reviewer and Job Title	Sally Rowe - Head of Housing

POLICY

Purpose and Scope of the Policy:

The purpose of this policy is to set out specific guidance to ensure WFHA maintains its housing stock in good condition by providing an effective repairs and maintenance service to the tenants. It outlines the procedure for repair reporting and how repairs are prioritised.

Policy Details:

The policy sets out the responsive repair responsibilities of WFHA and the rights and responsibilities of tenants. The day-to-day repairs service is to ensure the tenants' continued safety and enjoyment of their homes, and that the value of WFHA assets are maintained.

Our obligations are to:

- Ensure homes are maintained to The Decent Homes Standard.
- Deliver a service that is tenant focussed and gives priority to health and safety.
- Work in partnership with tenants
- Achieve high standards of service delivery and tenant satisfaction.
- Meet WFHA legal and contractual obligations.
- Provide value for money in terms of cost and quality.
- Provide a service that reflects WFHA commitment to equality of access to the repairs service for all tenants and to consider the needs of vulnerable groups.
- Monitor and measure tenant feedback to continuously improve service delivery and manage expectations.
- Manage and monitor contractor performance to ensure repairs are carried out within stated timescales.

Related Policies:

Procurement Policy
 Health and Safety Statement
 Value for Money
 Safeguarding Policy
 Equality and Diversity Policy
 Lone Working Policy
 Data Protection Policy
 Tenancy guidance
 Repairs Standard

Aids and Adaptations Policy
Complaints and compliments Policy
Damp and Mould Policy
Consumer Standards – Safety and Quality Standard, Transparency, Influence and Accountability Standard,
Tenant Standard

Relevant Acts/Legislation/Regulation

Landlord and Tenant Act 1985
Defective Premises Act 1972
Housing Act 1996
Environment Act 2021
Electrical Safety (Installations and Use) Regulations 1994
Gas Safety (Installations and Use) Regulations 1998
Smoke and Carbon Monoxide Alarm Regulations 2022
Decent Homes 2006
Awaabs Law
Regulator of Social Housing Framework 2015
Homes (Fitness for Human Habitation) Act 2018
Housing Health and Safety Rating System (HHSRS)
Fire Safety Act 2021
Fire Safety (England) Regulations 2022
Building Safety Act 2022
Equality Act 2010
Building Regulations Act 1984

Document History:

Date of Last Review: April 2025
Date Approved by the Board:

Equality Impact Statement:

WFHA must ensure all individuals are treated fairly and in line with legislation relating to the nine protected characteristics identified in the Equality Act 2010 and with the Association's Equality policies and procedures. You must comply with the law and Association policies and procedures governing equality and diversity. The nine protected characteristics are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.