



Solihull
Community Housing
Shaping our neighbourhoods

Responsive Repairs Policy 2024

Responsive Repairs Policy

Who's this for?	All Residents and Staff
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Policy Owner	Repairs Manager
Other related documents	<p>Appendix 1 – Repairs: Our responsibilities and your responsibilities - Solihull Community Housing</p> <p>Repairs and Maintenance Standard</p> <p>Safer Homes Standard</p> <p>Resident Engagement Standard</p> <p>Planned Maintenance Policy</p> <p>Aids and Adaptations Policy</p> <p>Anti-Social Behaviour Policy</p> <p>Empty Homes Lettable Standard</p> <p>Complaints Policy and Procedure</p> <p>Repairs Procedure</p> <p>ICT Policy</p>

Policy statement

At Solihull Community Housing (SCH) we are committed to improving the quality of existing housing, meeting regulatory standards and ensuring tenants and customers can live in comfortable homes. We recognise that key to this is providing a good repairs service.

SCH is responsible for carrying out the majority of repairs to the structure of the property, kitchens, bathrooms and communal areas. These are defined as responsive repairs and fall under the follow categories:

- Emergency within 24 hours
- Urgent within 5 days
- Routine within 28 days

Residents can report a repair by visiting their 'My SCH Account', completing the online form or by telephone on 0121 717 1515.

SCH also offers a handyperson service to vulnerable residents for small jobs which may be difficult for them to complete. Residents should contact the Contact Centre on 0121 717 1515 for full details or to request this service.

In extreme unexpected or unavoidable circumstances where works are unable to take place, some or all jobs may be put on hold until further notice. Senior Managers will define the procedure for returning these works to the usual streams in line with corporate priorities.

This policy relates to all Solihull Council owned housing properties that are managed by SCH and tenanted, including emergency and temporary accommodation, and any freehold buildings managed by SCH that are occupied by Shared Owners or Leaseholders. It specifically addresses responsive repairs; our Planned Maintenance policy outlines our ongoing investment into individual homes and communal areas.

This policy is designed to be read in conjunction with personal tenancy agreements and policies named in this document.

Key principles

- Prioritise the health and safety of SCH residents.
- Get it right first-time, and when we cannot, offer clear explanations and maintain communication on progress.
- Complete all responsible repair jobs as quickly as possible to reduce the length of time residents are waiting.
- Be transparent about our performance.
- Consider value for money in delivering our service.
- Understand and respond to the diverse needs of our residents and treat all residents with fairness and respect.
- Listen to resident feedback and offer support for those who need it.
- Promote environmental sustainability.

Objectives

- Provide a resident focused repairs service, where repairs are easy to report and easy to be resolved.
- Comply with all relevant legislative and regulatory requirements.
- Ensure residents are aware of their responsibilities for minor repairs and their contractual obligations.
- Set out the standards residents can expect when reporting a repair and how the works will be delivered.
- Provide a service that delivers value for money and efficiency.
- Work collaboratively with planned maintenance teams, and where reasonable effort has been made to repair something, but it cannot be repaired, arrange for it to be replaced as part of our investment programme.
- Work with residents to understand their satisfaction with our repairs process and identify areas for improvement.
- Reduce the amount of carbon emitted in delivering this service.

Policy actions

- Carry out all repairs that fall under SCH's responsibility (Appendix 1).
- Provide different channels for residents to report a repair in way that works for them.
- Staff to receive appropriate training to enable them to deliver the services of this policy.
- Effectively manage sub-contractors or agency workers carrying out any works on our behalf, ensuring that they are appropriately qualified and that they carry out works in line with our values and expected standards.
- Provide information and clarity online about the services we deliver by publishing our standards online. Where a repair needs an inspection or survey to be carried out before or after it is completed, we will give reasonable notice (usually 24 hours). There may be exceptions to this such in the case of emergencies or health and safety concerns where we are not able to give prior notice.
- Maintain adequate record-keeping throughout the repair work, including any access attempts to a property.
- Make proactive contact with residents where we have not been able to access a property to try and gain access and understand any wider issues that may be taking place.
- Where necessary, take photographs of a tenant's home as part of any inspection or survey. In these cases, these they will be stored securely on our ICT system and in line with our ICT Policy.
- Carry out an inspection to a property where the tenant has reported a high level of repairs over a period of time to identify the cause and whether further investment repairs may be needed.

- Develop and implement a standardised dangerous hazards process, for investigating and remediating dangerous hazards, such as damp and mould, within designated timeframes.
- Recharge or take enforcement action when a resident falls short of meeting their responsibilities as set out in Appendix 1 and 2– legal action will be a last resort, however, if the situation warrants further action we will pursue this approach.
- Ask all residents who use our repairs service for feedback on their experience via a transactional survey. This is collecting customer feedback immediately after a specific interaction.
- Carry out a % of post-inspections for completed repairs to review quality of service.

Desired outcomes

- Improved customer journey from reporting a repair to a repair being completed.
- Have a clear approach and process around repairs, with residents and colleagues understanding SCH and resident responsibilities.
- Deliver a demonstrably efficient and good quality repairs service.
- Reports of dangerous hazards are rectified quickly, and residents' feel safe in their home.
- Residents' feel our repairs service is easy to use and navigate.
- Demonstrably respond to customer feedback and continually improve our service.
- We deliver a repairs service that is fair and consistent but recognises the individual needs and circumstances.

Performance indicators

- 80% satisfaction with repairs in the last 12 months.
- 75% satisfaction with time taken to complete most recent repair.
- 75% satisfaction that the home is well-maintained.
- 85% of repairs completed within target timescale.
- Action taken on hazards within specified timeframes (investigate hazards within 14 days, start fixing within a further seven days, and make emergency repairs within 24 hours).
- 85% agreement that landlord treats tenants fairly and with respect.
- % post-inspection
- 99% repairs completed first-time
- % completed relevant training

Key legislation

- The Housing Act 1985
- The Housing Act 2004
- Defective Premises Act 1972
- Homes (Fitness for Human Habitation) Act 2018
- Data Protection Act 2018
- Equality Act 1010
- Commonhold and Leasehold Reform Act 2002
- Management of Health and Safety at Work Regulations 1999
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Landlord and Tenant Act 1985
- Building Regulations Act 1984
- Health and Safety at work Act 1974
- Data Protection Act 1018
- Building Safety Act 2022
- The Social Housing (Regulation) Act 2023

Review

This policy will be reviewed every two years – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.