



Responsive Repairs Policy

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VERSION CONTROL NOTICE

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1.0 Introduction and scope

This Responsive Repairs Policy has been developed in line with Wandle's values, which are:

- Think customer
- Build relationships
- Work together
- Aim high
- Own it

It will ensure that actions we undertake are underpinned by our vision of:

"Homes to be proud of and services you can trust"

The repairs policy has been developed in line with Wandle's Corporate Strategy and contributes towards the following long term strategic themes:

- Right Services
- Right Homes

This policy applies to general needs, supported housing and all communal areas of stock owned and managed by Wandle, including leasehold and shared ownership properties.

This policy covers our responsive repairs responsibilities and should be read alongside the following policies:

- Planned and Major Works Policy
- Damp and Mould Policy
- Aids and Adaptations
- Gas Safety
- Electrical Safety
- Empty Homes
- No Access Framework
- Pest Control Policy

This policy sets out how Wandle will ensure that we provide an effective and efficient responsive repairs service within our customer's homes and communal areas. It also covers right to repair, disrepair and pest control. Wandle will provide a repairs service which both meets our landlord service obligations and agreed service standards.

1.1 Feedback and Improvement

Wandle is committed to ensuring our customers' voices are listened to within our repairs service and across our organisation. Methods include:

- Customer satisfaction surveys (including the TSM surveys) where levels of satisfaction will be measured and analysed by customer profile when systems allow.
- Customer journey mapping.
- Customer focus groups.
- Internal Audits.
- Scrutiny exercises.
- Research and discussion around sector best practice.
- Feedback from complaints about repairs.
- Customer feedback at Community Days.
- Feedback directly from the repairs team as part of 'Toolbox Talks' and team meetings.

1.2 Complaints

Wandle is dedicated to ensuring a positive complaints culture on the occasions that customers are not happy with our repairs service. We want to ensure that where customers aren't happy and chose to express this through a complaint that we look to respond to these complaints promptly, courteously and ensuring we listen to our customers to ensure that all elements of the complaint are responded to, with plans in place to resolve outstanding issues. Complaints will be dealt with in accordance with our complaints policy.

We will ensure that we learn from complaints where appropriate to improve our repairs service and the overall experience for our customers.

2.0 Wandle's repairs service and responsibilities

2.1 Wandle's approach

We will:

- Ensure our customers' homes are safe, warm and secure.
- Make reporting repairs as straight forward as possible, through a range of channels.
- Complete repairs as in as few visits as possible and to a high quality.

- Keep our customers informed of the progress of their repairs, including any changes or follow on works. Follow on works will be rebooked on site with the customer where possible.
- Where Wandle is responsible for the repair, make appointments at a mutually convenient time, at the time the repair is reported for all internal non-emergency works and pre-inspections.
- Treat customers and their homes with courtesy and respect.
- Clean up after work and follow safe working practices
- Rebook any appointment cancelled by Wandle at the customers convenience. We will also make every effort to inform the customer of potential changes to an appointment at the earliest opportunity
- Jobs will be closed when all appointments relating to that item of work are completed.
- Only use contractors who are committed to providing high quality work and are suitably qualified and experienced to complete the work they have been asked to do.
- Ensure we take steps to recognise any additional support requirements our customers may have, and where necessary make reasonable adjustments to our approach to support these and ensure your customers have equitable access to our services.

2.2 Customer Responsibilities

Customers can report repairs by phone, by email or in person to a member of staff.

The rights and responsibilities of Wandle and Customers are addressed in the Tenant's Handbook. These are consistent with legal requirements. However, customers also have an obligation within their tenancy agreement to report essential repairs to homes and communal areas to Wandle. Customers must provide access for us to undertake these repairs as part of mutually agreed appointments.

Where customers refuse access for essential repairs, Wandle will use appropriate methods to ensure the completion of all necessary work, in line with our Health & Safety responsibilities and/or tenancy agreement. We have the right in law to reasonable access with notice and this is covered by the No Access Framework.

Wandle maintains buildings insurance which covers damage to our buildings, but not customers' contents. Claims for damage to customers or other third-party possessions will only be considered where there is a clear legal liability or where Wandle could have reasonably foreseen the need for repair and failed to act.

In other circumstances it is the responsibility of the customer to make a claim under their home contents insurance. For this and other reasons we encourage all customers to obtain home contents insurance.

2.3 Repair Timescales and appointment slots

Repair Timescales

Type of repair	Description	Timescale
Routine repairs	Any repairs which do not qualify as an emergency – further outlined in appendix 1	Within 28 days (unless explicitly agreed with the customer)
Emergency Repairs	Any repairs that are necessary to avoid danger to occupants or similar serious effects on people, or serious damage to the property. This may only mean making the property safe	Within 24 hours Within 2 hours where there are health and safety issues
Emergency – heating and hot water loss		Between 31 October- 31 March - 4 Hours Rest of the year- 24 Hours
Major repairs	Major repairs will often be identified as part of a standard repairs visit. These are repairs where either the time needed to complete the repair or scope of the works will require additional time to reasonably complete. Where this occurs, we advise the customer and keep them informed of the timescale of the works. We may complete additional temporary repairs as part of this process.	Within 90 days (unless explicitly agreed with the customer)

Details of what will be considered an appointed or emergency repair can be found in the appendix 1 of this policy.

Heating and hot water

Repairs to gas heating and hot water will be carried out by Gas Safe Engineers and will be carried out in line with our Gas Safety Policy. Where repairs are required to electrical boilers or storage heaters, these will be carried out by our repairs team or where required an approved servicing contractor in line with appropriate above timescales.

In some cases, a customer's heating and hot water may be delivered by a managing agent. Where this is the case, we will make clear to customers where Wandle or a third party are responsible for any necessary repairs and will ensure customers are either signposted to agent responsible for the repairs or where necessary Wandle will contact them directly.

Appointment Slots

Wandle's appointment slots are **Monday – Friday** between:

- 8am -11am
- 11am to 2pm
- 2pm to 6pm

If an appointment has been cancelled by Wandle, every effort will be made to rebook the appointment at the customers convenience. We may, at our discretion, and in agreement with the customer, book in slots for Saturday morning and for Wednesday evening, this will generally be where we have had to move an appointment.

We will provide either a text/call messaging service to remind customers of the appointment and ring when we are on the way, to ensure availability.

If a customer is not present the repair will be rebooked and we will leave a no access card, with instructions for the customer on how to rebook the appointment.

Appointments for inspection will be made where possible at point of contact and will be undertaken by suitably qualified personnel.

Out of Hours repairs

- Between 6pm and 8am

Generally, only emergency repairs will be undertaken out of hours (OOH), and these will be where there is a direct risk that cannot wait until normal operating hours. The work will be limited to making the problem safe and returning to complete during normal

working hours. It is essential that the repair diagnosis and triaging approach ensures that only appropriate jobs are referred for OOH work.

2.4 Communal Areas

Wandle is responsible for repairs that are necessary to any communal areas.

We encourage customers to report any repairs identified in communal areas. We will regularly inspect communal areas and the external areas of estates as part of estate inspections. Any repairs identified will be recorded, completed and the outcome reported. We will check that an insurance claim has been investigated to potentially cover the cost of cleaning and remedial work and inform customers about this, including any excess that may need to be considered for inclusion in service charges.

If we require a customer to provide access for a communal repair to be carried out, we will always book a specific appointment convenient to the person providing access.

Occasionally communal repairs may be temporarily remedied, and the remaining work will be included as part of a planned programme. Affected customers will be notified if this is the case.

Where third parties such as managing agents or superior landlords have responsibility for these repairs, Wandle will communicate and work closely with them to ensure the service received by customers is within Wandle's standards.

2.5 Repairs to properties let on a long lease or in shared ownership

We will undertake repairs to leaseholders' and shared owners' properties where there is a contractual or other legal obligation to do so. In most circumstances, the leaseholder/shared owner is responsible for repairs to internal building components (such as internal doors) subject to lease agreement specifics and services inside the property. Wandle is responsible for maintaining the structure, common parts, and supply of services to each flat, except where these are covered by a superior landlord or managing agent.

Leaseholders and shared owners are required to pay a proportion of the cost of repairs and maintenance to the structure and exterior of the block and the common parts as set out in the lease.

2.6 Domestic abuse

To safeguard a survivor of domestic abuse, we may undertake additional repairs or adaptations that may fall outside our normal repairs service standard. Such measures might include security lights, extra locks, and fireproof letter boxes. In some cases, we

will work with partner agencies to deliver these. We will treat any security related repairs that are related to a case of domestic abuse as emergency repairs.

2.7 Defects in newly built homes

We will ensure that the priorities outlined above will also apply in cases where a defect arises in a newly built home. However, in these circumstances for a period after the customers first move in, it is normally necessary for the contractor who built the property to investigate and remedy the defect, as specified in the building contract defects liability period. In these circumstances it is not always possible to complete works to the time periods outlined in this section. Repairs covered as part of the defect process are included as part of appendix 1 of this policy.

2.8 Damp and Mould

As defined in the Damp and Mould Policy, Wandle has a strong proactive approach to damp and mould that centres on our residents and their health and safety, as well as ensuring regulatory compliance.

The approach is to identify, treat and prevent damp and / or mould in the homes managed.

Where a customer reports damp and / or mould in their property we will act in line with both the repairs Policy and the Damp and Mould Policy to not only diagnose and treat the issue, but to also identify any related causal factors.

If the hazard reported is identified as an emergency, these works to immediately remove the hazard will be undertaken by the Repairs team, and if further work or investigation is required will be carried out by the Damp and Mould team.

2.9 Pests

Reports of pests in a customer's property will be dealt with in line with Wandle's Pest Control Policy and through our Estate Services team. In most circumstances, Wandle will arrange for pest control contractors to investigate the issue. Wandle will review the pest control report provided and where covered under the Repairs Policy will undertake necessary repairs.

For further information on our approach to pest control, including scope and timescales, please refer to our Pest Control Policy.

2.10 Disrepair

Wandle has a statutory obligation to keep our properties in a state of good repair. Wandle's repairs and maintenance service serves to mitigate against any potential disrepair. Customers, colleagues, and contractors must promptly report to us any repairs that we are responsible for. Wandle colleagues and contractors are expected to notify the relevant teams where a disrepair is anticipated.

Generally, Wandle cannot be held liable for disrepair until we have been notified of the need for a repair and have had a reasonable period to undertake the required repairs. Any claims for disrepair will be dealt with in line with our disrepair procedure and in-house Legal Services team.

2.11 Right to repair

We give the right to repair, in line with the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994, to all our customers.

2.12 Aids and adaptations

Aids and adaptations may cover improvements necessary in a property to help a customer remain independent. The adaptation may be because of a disability or a customer needing more help as they get older or to help them recover from a stay in hospital. The adaptation may be minor such as a handrail fitting, or it could be a major adaptation such as taking out a bath and installing a level access shower facility.

Minor adaptations are carried out by us in line with our Aids and Adaptations Policy.

3.0 Roles and Responsibilities

Head of Repairs

The Head of Repairs is the policy owner and is responsible for ensuring this policy is effectively implemented across Wandle and across all teams. In addition to this the Head of Repairs is responsible for managing the repairs service and ensuring that we meet the service standards set out in this policy.

Head of Property

The Head of Property is responsible for overseeing works that fall into the Planned and Major Works category which is covered by a specific policy.

Repairs Service Managers (RSM)

Service delivery is configured over two geographical area (West and East) each led by an RSM and supported by a supervisor. The RSM is responsible for operational oversight and performance management in respect of KPI's and key financial metrics for their area.

All repairs' colleagues

Repairs colleagues, including our contact centre staff are responsible for logging, recording and scheduling repairs, ensuring that they are aware of repairs that are Wandle's responsibility and for appropriately managing customers' expectations on the timescales of repairs.

Neighbourhood and Estate Services colleagues

These colleagues may be the first point of contact with customers and are able to raise repairs directly, liaising with repairs colleagues to ensure a satisfactory outcome.

All Wandle Colleagues

All Wandle colleagues are responsible for reporting and raising repairs where they identify them when out on site or in our customer's homes.

4.0 Equality & Diversity

Equality & Diversity is central to our business; promoting fairness and opportunity for customers and colleagues; helping provide the best services shaped by and for customers; and right for recruiting and developing our colleagues.

We are committed to celebrating diversity. To ensure equal access to our services is available, Wandle will comply with the Equality Act 2010 and all other legislative requirements relating to equality. We will work to avoid exclusions or restrictions that are not appropriate to the housing and support needs of our customers and that may lead to discrimination. We will endeavour to ensure that all customers receive a consistent level of quality service.

Equality Consideration

Under the *Equality Act 2010* Wandle must consider whether our policies adversely affect our customers and/or colleagues.

The following table identifies whether this policy disproportionately impacts upon any individuals regarding the key protected characteristics, as identified in the Act:

Special Characteristic	Any impact? (Yes or No)
age	Yes
disability	Yes
gender reassignment	No
marriage and civil partnership	No
pregnancy and maternity	Yes
race	No
religion or belief	No
sex	No
sexual orientation	No

As this policy may impact upon individuals regarding one or more of these protected characteristics, an Equality Impact Assessment (EIA) has been completed and is held on file.

5.0 Appendix 1.

5.1 Appointed Repairs

Appointed repairs are all repairs which do not qualify as emergency and are dealt with by appointment. These include but are not limited to:

- Minor leaks and blocked drains and pipes
- Faulty electrical fittings and minor electrical faults
- Repairs to outside walls
- Repairing and replacing individual kitchen units
- Replacing door and window furniture (if there is no safety or security risk)
- Repairs to plasterwork
- Replacing wall and floor tiles
- Other minor plumbing work and replacing taps
- Repairing and clearing guttering and down pipes
- Minor roof repairs
- Partial loss of water or electricity

- Partial loss of lighting to communal areas
- A complete loss of heating in the summer (1st April to 31st October) where no alternate heat source is available.
- A complete loss of hot water during the summer (1st April to 31st October) – This may be escalated to an urgent repair at our discretion.
- Partial loss of hot water or space heating in the winter heating season (temporary action may include the provision of temporary heating)
- Blocked sink, bath or basin inside the dwelling unless the customer has been unable to resolve the blockage with commercially available products
- Containable water leaks
- A tap that cannot be turned
- Door entry system is not working
- Extractor fan broken in internal bathroom or kitchen
- Leaking roofs (emergency works may be required dependent upon severity.)

5.2 Emergency Repairs

Emergency repairs: are those that are necessary to avoid danger to occupants or similar serious effects on people, or serious damage to the property. This may only mean making the property safe. They include, but are not limited to:

- Damp and / or Mould hazard removal
- A water leak that cannot be contained
- Total loss of electricity or water supply
- Fire damage and flooding
- Major structural damage
- Serious blockages to main drains (or blocked or broken toilet if it is the only one and where the customer has attempted to clear the blockage)
- A complete loss of heating in the winter (October 31st – 31st March) where no alternate heat source is available (emergency action may include the provision of temporary heating)
- A complete loss of hot water during the winter months
- Any loss of lighting to communal areas
- Make safe dangerous structures, such as access paths and paving, walls, parapets, ceilings staircases etc
- Loose or detached handrail, banister or similar item
- Insecure external doors or windows
- Unsafe electrical lighting or other fittings
- A blocked flue or unintended release of gas

- It may be necessary to return at a later date to complete a full repair for which a further appointment would be made. This would be treated as a non-emergency repair or where necessary we will upscale this to an urgent repair and look to complete within seven days.