



**Green  
Square  
Accord**

# **RESPONSIVE REPAIRS POLICY**

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**Owner: Jason Holder – Director of Property**

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## 1. Our purpose

- 1.1. We're proud to be able to support tens of thousands of people across England by providing affordable housing and care to help people live independently.
- 1.2. Everything starts at home, and we are privileged to be able to do work which makes a real difference to the lives of people in our communities. Everything we do is about people – whether that's providing a good quality, safe home or providing care which helps someone to live an independent life.

We live and breathe this social purpose.

## 2. Introduction

- 2.1. We want our customers to be happy in their homes and with the services we offer, and we know our responsive repairs service is one of the most important of these. A reliable repairs service keep our customers safe, secure and warm in their home and extends the life of the building and its components.
- 2.2. This policy sets out our approach to the provision of responsive repair services. Although individual tenancies, occupancy agreements and leases set out contractual responsibilities, this policy outlines general landlord and tenant responsibilities.
- 2.3. The purpose of this policy is to ensure we provide a cost effective, efficient, responsive and consistent repairs and maintenance service which fulfils our obligations to customers.
- 2.4. To provide an efficient repairs and maintenance service we will ensure our colleagues have the necessary skills and training to:
  - ◆ Be clear on landlord and tenant responsibilities

- ◆ understand the customer requirements and any household vulnerabilities
- ◆ order, plan and specify necessary repairs
- ◆ carry out repairs effectively
- ◆ manage and monitor service delivery
- ◆ manage and appoint works to contractors or other authorities effectively
- ◆ keep customers informed

2.5. In applying this policy our objectives will be to:

- ◆ comply with all current legal responsibilities
- ◆ clearly define the repair responsibilities of GreenSquareAccord (GSA), customers and leaseholders
- ◆ provide a quality and efficient responsive repairs service, including an out of hours emergency service
- ◆ actively engage with customers on what they value most and expect from our repairs and maintenance service through complaint and customer feedback review
- ◆ provide a service that is accessible to all
- ◆ is adaptable to customer and any wider household vulnerabilities
- ◆ set and monitor key performance indicators to demonstrate we are meeting our objectives and timescales and continuously improving the service
- ◆ ensure procedures supporting this policy are clear, comprehensive and available to all colleagues
- ◆ have a robust approach to setting and managing our repairs and maintenance budget and can evidence value for money in all aspects of its provision.

## 3. Scope of Policy and Exclusions

3.1. This policy applies to responsive repairs and maintenance activity in all GSA owned or managed homes and properties.

3.2. It applies to communal area repairs including those in shared ownership and leasehold blocks.

3.3. Our obligations for repairs and maintenance are set out in individual tenancy agreements, occupancy agreements and leases agreed to by customers. Where these differ from any other information, the terms and conditions set out in the tenancy agreement, occupancy agreement or lease will take precedence.

3.4. Types of work **not covered** by this policy are:

- ◆ **Defects in new homes** – new homes have a warranty period which is typically the first 12- 24 months after handover as complete. The new homes manual given to customers when they move in gives information on these contractual arrangements. Contractual timescales for defects may differ to this policy as defined by the construction contract. Where a contractor fails to respond diligently the Development Team may engage the repairs team for support and intervention or follow NHBC warranty procedures.

- ◆ **Cyclical maintenance** – this includes communal facilities servicing, lift servicing, scheme water hygiene testing, communal lighting testing.
- ◆ **Property Improvement work** – this includes cyclical decoration, replacement of kitchens, bathrooms, windows, roofs and external doors.
- ◆ **Aids and adaptations** – carrying out major alterations to enhance the quality of life and mobility around a customer’s home.
- ◆ **Neighbourhood improvement work** – environmental improvements, fly tipping removal, graffiti removal.

3.5. This policy is to be followed by all colleagues, agency workers, consultants and contractors.

## 4. Definitions

Responsive repair	a repair reported by, or on behalf of a customer. It is usually minor and unplanned work, carried out to maintain a scheme, block or customer’s home or a component within it. For example, a repair to a kitchen drawer is a minor repair, a replacement kitchen is not.
Response time	the number of hours or days it will take from when a repair request is made to when we will attend to attempt to resolve the issue.
Vulnerability	can be caused by a range of factors and experienced in different ways by our customers including physical, psychological, social, cultural and economic. We recognise vulnerability is a variable state and can occur and change at any time and we will take this into account when making decisions on what type of repair we need to carry out and how quickly we should respond.

## 5. Roles and Responsibilities

- 5.1. The **Group Board and Executive** are responsible for seeking evidenced assurance that all health and safety legislation relating to repairs and maintenance is being complied with and that adequate finance is in place to deliver GSA’s responsive repairs service in accordance with the policy.
- 5.2. The **Director of Property Operations** is accountable for ensuring implementation of this policy effectively.
- 5.3. **Heads of Service** are responsible for adequate and effective resourcing and having effective processes in place to implement this policy.
- 5.4. **Operational Management** are responsible for ensuring that the Responsive Repairs policy and procedures are adhered to and that all colleagues are appropriately trained. Additionally, and in conjunction with Health and Safety (H&S) shall provide advice and guidance on the appropriate methods of risk assessment, control measures arising and management of works as appropriate to the areas of work covered by this Policy.

5.5. **All colleagues** are responsible for ensuring the service is delivered in accordance with this policy and procedures.

## 6. Policy

### 6.1. Repairs responsibility

As a landlord we are responsible for carrying out certain types of repairs to customers and leaseholders' homes. Other repairs are the responsibility of the customer or leaseholder. These responsibilities are detailed and clearly set out in our [repairs and maintenance guidance pages on our website](#).

### 6.2. In summary:

#### **We must:**

- ◆ keep the structure and exterior of the home safe, secure and weatherproof
- ◆ make sure all fixtures and fittings for the supply of water, gas, electricity, heating and sanitation are in working order
- ◆ maintain and repair heating and electrical installations
- ◆ maintain communal areas and any facilities which we provide

#### **Residents must:**

- ◆ allow us reasonable access to the home to inspect or carry out repairs, servicing or other necessary work
- ◆ obtain written permission from us if they want to make any changes or improvements to their home
- ◆ keep the inside of their home clean and in a good condition; and keep gardens and communal areas clean, tidy and clear of obstructions or hazards.
- ◆ carry out minor repairs and avoid doing anything which may result in blockages to pipes and drains, for example disposing of fat, oil, wipes or nappies down toilets or sinks

### 6.3. Priorities – access to service

We give all responsive repairs a priority based on urgency, risk and statutory responsibility. We will always consider a customer's vulnerability and information given to us at the time of reporting a repair when determining our speed of response, and extends to pertaining vulnerabilities within the household. Residents are encouraged to advise of their vulnerabilities so that we may record them on our core housing management system, and this is requested through our call centre at point of contact.

We have a Vulnerable Customers Policy and will change a priority when:

- ◆ there is a genuine need
- ◆ assistance cannot reasonably be sourced or provided by others
- ◆ the issue would become worse if the standard response time was applied

A standard priority may be tailored and escalated in certain circumstances, this may be due to the impact of the repair on the household such as a physical or mental disability, domestic abuse, racist or other protected characteristic abuse. It is not possible to define a specific timescale to every eventuality or impact and the customer services officer or GSA colleague actioning a response will determine this through active conversation and listening to the customer.

To ensure our service is accessible a variety of methods can be used by our customers when reporting repairs. Customers will be provided with clear information to enable them to understand the importance of reporting a repair and how this can be done. [Report a repair - GreenSquareAccord](#)

In some instances where we cannot diagnose the issue over the phone to enable a trade based appointment, we will schedule an inspection to assess the issues raised and then raise any necessary works or a referral for a planned maintenance action. The inspection will be assigned to the appropriate team or contractor that has the necessary skills, this may be a surveyor, trade engineer, consultant or contractor.

We will trial and evaluate the use of video-calling for more complex and impactful repairs.

## 6.4. Our response times

The table below sets out our response times to repair requests:

Priority	Response Time	Description
Immediate	Attend within 4 hours and make safe, but complete repair if possible	Issues that present an immediate danger to customers and/or will result in severe damage to property Make safe / secure / isolate as minimum, repair if possible and identify and prioritise any follow-on works required.
Emergency Same Day	Same day	Repairs that pose a risk or significant impact to the resident and/or property.
Emergency Next Day	Next day	Repairs that pose a reduced risk or impact to the resident and/or property if left unattended for more than 2 days. This would include offensive and hate crime-based graffiti.
Urgent	7 calendar days	Issues that require urgent attention to prevent future damage to property with no immediate danger or significant inconvenience to person and/or property.
Routine	28 calendar days	Standard responsive repairs.
Planned Routine	84 calendar days	Work that's falls outside of the usual time/cost scope of responsive repairs and need time to plan completion.

## 6.5. Appointment Times

We will endeavour to offer an appointment that suits the customer requirements where we can, this may be limited by resource availability and timescales, our standard appointment times are:

- All Day Appointment           8:00am to 16:30pm
- Morning                           8:00am to 12:00pm
- Afternoon                       12:00pm to 16:30pm

We will also look to adapt to requests to avoid school run times and requests for first call. We presently do not operate weekend working but may apply in exceptional circumstances.

## 6.6. Out of Hours

We will operate an out of hours duty rota of on-call technical support and trades engineers. All out of hours calls will be handled by our 24/7 external call centre provider who will triage calls and allocate out to on call GSA resource or contractors.

Further escalation of major incidents will be managed in accordance with our business continuity plans.

## 6.7. Disrepair

Where we fail to meet customers housing repair obligations, this may lead to a disrepair claim. All disrepair claims will be case handled by our Governance and legal team who will instruct and co-ordinate any necessary repairs to a customer's home. We will not delay seeking access to undertake works that pose a risk to occupants whilst in a legal process.

## 6.8. Awaabs Law

From October 2025 social landlords will be required to address damp and mould hazards that present a significant risk of harm to tenants within fixed timescales. From the same point in time, they will also have to address all emergency repairs, (whether they relate to damp and mould or not), as soon as possible and within no longer than 24 hours. This policy and the present timescales and priorities meet these requirements. Detailed processes of how works are inspected, reported and progressed are detailed in our Damp, Mould and Condensation Policy and associated Procedure.

In 2026, requirements will expand to a wider range of hazards beyond damp and mould. The government has not yet fully determined which hazards will be included in this second phase, but expects it to include excess cold and excess heat, falls, structural collapse, fire, electrical and explosions, and hygiene hazards.

Then in 2027, the requirements of Awaab's Law will expand to apply to the remaining hazards as defined by the Housing Health and Safety Rating System (HHSRS), but excluding overcrowding.

Any material changes to Policy required through the added clarity and guidance will be actioned accordingly.

## 6.9. Decants

Where we are unable to undertake repairs or isolate a risk or hazard associated to a property, which may be specific to household vulnerabilities, the household may be decanted in accordance with our Decant Policy.

## 6.10. Aids and Adaptations

Minor adaptation requests will be dealt with directly as a standard repair request and not require inspection or authorisation in most instances, for works such as necessary grab rails, half steps. Major adaptation or specialist equipment requests will be progressed through a formal referral process and follow our Aids and Adaptations Policy.

## 6.11. Chargeable repairs

We will only carry out repairs which are customer or leaseholder responsibility when there is a significant health and safety risk, or if by not completing a repair further damage to the property would be caused. We will not offer a rechargeable repairs service unless the requirement impacts materially on the customer or the property.

We have the discretion to charge for any repair we carry out which is not our responsibility. We will appoint a timescale priority for response based on the information provided, if this is abused to accelerate attendance by over exaggeration of a circumstance, we may restrict future attendance to pre-inspection appointment and/or recharges.

Customers will be asked to pay the cost in advance where possible or following the completion of the repair in an emergency or if the reason for the issue is not discovered until the repair is completed; a toilet blocked due to disposal of inappropriate items for example.

We may also charge customers if they or their visitors have caused damage to the property.

### **We are not responsible for repairs where damage is:**

- ◆ caused by the resident, or someone or an animal living or visiting the home
- ◆ caused as a result of residents installing their own fixtures or fittings; or
- ◆ to an item which has not been provided by us and where we have not given written permission for it to be installed or caused by alterations undertaken without permission

Please see our Chargeable Repairs and Services Policy for more information.

## 6.12. Insurance

Where there has been major impact on a property, such as through fire or flood, we will progress works through our designated insurers.



## 6.13. Access

All works where we require access to the property are appointed with the customer and where we hold contact information, they will receive appointment confirmation and reminders.

In the event of access not being gained to a property at any time, a card will be left at the address notifying that we have attempted to carry out the repair at the appointed time, this will include details of why we attended and how to make contact. The repair will remain live for 3 working days whilst we attempt to make contact to reappoint, if after this time we have had no contact, the job will be cancelled and customer requested to reappoint if works are still required. This will trigger a notification of cancellation where customer has registered mobile phone details.

We will always endeavour to ensure we meet appointments, however, in certain circumstances due to emergencies, weather conditions or sickness it may be necessary to cancel an appointment, and we will always seek to give as much notice and direct notification to customers, in these instances we will reappoint and endeavour to attend the next day by amending appointments with notice to accommodate.

We will not close any works orders where the nature of the works or report are deemed a health and safety issue to the customer. In these instances, we will continue to seek to make contact with residents and clarity of works required and access need. If necessary, we will follow the legal no-access procedure through our Localities Teams.

There may be instances where we seek access a property in an emergency. The right to enter will typically be dictated by emergency services in response to a 999 call. In these instances, we will assist the emergency services in gaining access and securing the property. We will only enter a property without the direction of emergency services or resident permission in extenuating circumstances and through GSA Head of Service authorisation, such as a water pipe burst from a flat.

## 7. Monitoring and Reporting

7.1. This policy's effectiveness will be measured using the following:

- ◆ Monthly KPI operational review of performance
- ◆ Monthly financial review
- ◆ Customer transactional satisfaction surveys
- ◆ Customer perception TSM survey
- ◆ Formal complaints
- ◆ Voice of Customer insight and Customer Panel
- ◆ Locality Boards
- ◆ Risk assurance – risk mapping and audits
- ◆ Benchmarking
- ◆ Customer Panel and website Infographics

## 8. Assurance

- 8.1. We will review the effectiveness of our controls and service offer and delivery annually or any material change in circumstance or performance. Any significant performance issues may be tracked through an improvement plan monitored by the Leadership Team Performance Committee.

## 9. Equality Impact Assessment

- 9.1. We will give all responsive repairs a priority based on urgency, risk and statutory responsibility. We will always consider a customer's vulnerability as well as those within the wider household, circumstances and information given to us at the time of reporting a repair when determining our speed of response.
- 9.2. When considering possible adjustments to our standard services due to customer's individual circumstances and vulnerabilities, we will ensure any changes we make are reasonable and appropriate. In all cases we will record our decision making.

## 10. Training and Competency

- 10.1 All colleagues will receive appropriate training to enable them to carry out their responsibilities as stated in this policy and a record will be kept by the Learning and Development team.
- 10.2. We will ensure any sub-contractors/agency carrying out any works on the Group's behalf will be qualified to the appropriate standards. The qualifications will be recorded and checked as described above.

## 11. Communication and Implementation

- 11.1 This policy will be made available on our website for customers and through our intranet for GSA colleagues. Specific teams engaged in the delivery of repairs services will be notified and briefed of any policy review.

## 12. Legal and Regulatory Framework

- 12.1 We acknowledge and accept our responsibilities for the provision, management and delivery of repairs and maintenance and will comply with the relevant legislation and regulatory requirements of the following:
  - ◆ **Building Safety Act 2022** – the legislation that that protects residents and homeowners from building safety defects and holds the industry accountable.

- ◆ **The Homes (Fitness for Human Habitation) Act 2018** – the legislation which details tenants rights when their landlord fails to maintain their home to the appropriate standard.
- ◆ **Social Housing (Regulation) Act 2023** – details the consumer standards registered providers must meet, focussing on improving the safety and quality of housing and enhance the importance of tenant engagement. The Act gives the regulator new inspection powers to ensure that registered providers are compliant with the regulations.
- ◆ **Control of Asbestos Regulations 2012** – The legislation that sets out the legal duties on managing asbestos.
- ◆ **Equality Act 2010** – The Act provides a legal framework to protect the rights of individuals and advance equality of opportunity for all.
- ◆ **Decent Homes Standard 2010** – established to improve housing stock and provide better accommodation standards for tenants.
- ◆ **Work at Height Regulations 2005** – contains guidance aiming to prevent death and injury caused by a fall from height.
- ◆ **Regulatory Reform (Fire Safety) Order 2005** – The RRFSO covers general fire precautions and other fire safety duties which are needed to protect ‘relevant persons’ in case of fire in and around most ‘premises. It requires fire precautions to be put in place ‘where necessary’ and to the extent that it is reasonable and practicable in the circumstances of the case. The RRFSO covers general fire precautions and other fire safety duties which are needed to protect ‘relevant persons’ in case of fire in and around most ‘premises. It requires fire safety measures to be put in place as far as is reasonably practicable.
- ◆ **Clean Neighbourhoods and Environment Act 2005** – the legislation which holds us accountable to tackling poor environmental quality and anti-social behaviour
- ◆ **Housing Health and Safety Rating System 2005 (HHSRS)** – to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings.
- ◆ **Housing Act 2004** – Covers the enforcement of housing standards, the licensing of houses in multiple occupation and selective residential accommodation, emergency measures, interim and final empty dwelling management orders, overcrowding, secure tenancies, tenancy deposit schemes and further supplementary provisions.
- ◆ **Common hold and Leaseholder Reform Act 2002** – The Act allows leaseholders in a block of flats to form a right to manage company to take over management of the building. Leaseholders can take control of a block that is poorly managed, but mismanagement is not a condition.
- ◆ **Management of Health and Safety at Work regulations 1999 (as amended)** – The legislation which sets out duties to assess and manage risks to their employees and others, to help prevent work accidents and work-related illness.
- ◆ **The Gas and Safety (Installations and Use) Regulations (GSIUR) 1998 as amended** – This guide is aimed at landlords and explains some of the main requirements the Gas Safety (Installation and Use) (Amendment) Regulations 2018. The guide is also of interest to tenants, making them aware of landlords' duties.

- ◆ **Party Wall Act 1996** – makes provision in respect of party walls, and excavation and construction in proximity to certain buildings or structures; and for connected purposes.
- ◆ **Secure Tenants of Local Authorities (Right to Repair Regulations) 1994** – gives the right to tenants to have small emergency or urgent repairs carried out quickly and to receive payment if the landlord fails to meet their obligations on the second occasion.
- ◆ **The Workplace (Health, Safety and Welfare) Regulations 1992** – The legislation sets out duties covering a wide range of basic health, safety and welfare issues and apply to most workplaces (except construction sites and some mineral extraction sites).
- ◆ **Environmental Protection Act 1990** – legislation that defines the fundamental structure and authority for waste management and control of emissions into the environment.
- ◆ **Landlord and Tenant Act 1985** – Sets out a landlord's obligation to maintain and repair a privately rented home.
- ◆ **Electricity at Work Regulations 1989** – The legislation sets out what can be done by duty holders to achieve electrical safety compliance with the duties imposed by the Regulations.
- ◆ **The Building Regulations 2010 (as amended)** – A set of requirements laid down by Parliament to ensure that building work is carried out to approved standards, they cover the construction and extension of buildings. They are intended to protect people's safety, health and welfare in and around buildings.
- ◆ **Health and Safety at Work Act 1974** – The primary piece of legislation covering occupational health and safety in Great Britain
- ◆ **Defective Premises Act 1971** – covers landlords' and builders' liability for poorly constructed and poorly maintained buildings, along with any injuries that may result.

### 13. Information Sharing and Confidentiality

We will provide information as required in line with relevant law and regulation.

We collect information (personal data) to enable us to:

- ◆ manage and support our relationship with customers to comply with legal obligations
- ◆ improve our services
- ◆ achieve our legitimate business aims

We are committed to complying with data protection legislation when handling data.

Customers have rights including access to their data and to object to the way it is processed. For more information on how and why we process customer data and how customers can exercise their rights please view our full Privacy Policy on our website at [Privacy notice – GreenSquareAccord](#).