

Policy title:	Repairs, Maintenance, and Improvements Policy		
Scope:	Aspire Housing		
Policy owner & job title:	Executive Director of Place		
Approver:	Senior Management Team		
Date:	October 2025	Review Due Date:	October 2026

1.0 Policy Summary

1.1 This policy sets out our approach to repairing, maintaining, and improving our homes. We are committed to providing safe, decent affordable homes with a repairs service which meets customer's needs, is cost effective and aims to achieve a first-time fix. We will regularly measure and review performance to ensure we, our agents and contractors are delivering an effective service and identify areas where we could improve.

1.2 This policy applies to customers living in social and affordable rented homes with assured, secure, or assured shorthold tenancies. It includes works up to and including the individual home boundary and shared communal areas.

Sections 10 and 11 cover the responsibilities of customers granted a right to occupy properties we own on a leasehold basis.

1.3 This policy is aligned with other relevant corporate policies and will be amended to reflect any changes in these. Some of these are referenced in Section 4.

1.4 The Group Chief Executive, Executive Director of Place, Head of Asset and Sustainability, Head of Home Delivery and Head of Compliance and Safety are responsible for ensuring the delivery of this policy and compliance with legal and regulatory requirements.

2.0 Legal and Regulatory Framework

2.1 The key legal and regulatory requirements relating to repairing, maintaining, and improving our homes are set out below. This is not an exhaustive list and there are numerous other requirements that we will comply with.

- Social Housing Regulator Economic and Consumer Standards
- Health and Safety at Work etc. Act 1974

- Landlord and Tenant Act 1985
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Regulator of Social Housing's Safety and Quality Standard
- Equality Act 2010
- Homes (Fitness for Human Habitation) Act 2018
- Control of Asbestos Regulations 2012
- Health and Safety at Work Etc Act 1974 S3
- Regulatory Reform (Fire Safety) Order 2005
- Building Safety Act 2022
- Building Regulations Act 1984
- Management of Health and Safety at Work Regulations 1999
- Housing Acts 1988, 1985 and 2004
- Fire Safety Act 2021
- Gas Safety (Installations and Use) Regulations 1998
- Human Rights Act 1998
- Housing Health and Safety Rating System 2006 (as introduced by Housing Act 2004)
- Housing (Preservation of Right to Buy) Regulations 1993
- Data Protection Act 2018
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law) October 2025

3.0 Equality, Diversity and Inclusion

3.1 This policy has been considered against our Equality and Diversity Policy, and an Equality Impact Assessment has been carried out. Where people have specific needs to access the policy, or progress a matter via the policy, reasonable support would be given. By way of example, this may include the provision of the policy in alternate forms e.g. braille, large print or audio versions and ensuring that the process followed was reasonably adapted to reflect the needs of the individual.

3.2 We appreciate and embrace the diversity of our customers and there will be occasions where services will need to be tailored to accommodate individuals and their needs. Reasonable and proportionate attempts will be made to identify any individual vulnerable circumstances and make adjustments where possible. We define vulnerable as someone having difficulties with everyday living, making them unable to remain independent, unable to manage their tenancy without additional support and/or potentially disadvantaged when accessing our services.

3.3 When mentioning vulnerability, we will reference our Customer Accessibility & Vulnerability Statement which can be found in **Appendix 1**.

3.4 All colleagues will treat customers respectfully, aligned to our values.

4.0 Associated Policies, Strategies and Action Plans

- Asset Management Strategy
- Electrical Safety Policy
- Gas Safety Policy
- Leasehold Management Policy
- Aids and Adaptations Policy
- Tenancy Policy
- Customer Complaints and Feedback Policy
- Lettable Standard
- Asbestos Management Policy
- Health and Safety Policy Statement
- Employee Code of Conduct Policy
- Customer Home Alterations Policy
- Tools Plant and Work Equipment Policy
- Water Hygiene (Legionella) Policy
- Equality and Diversity Policy
- Disposals Policy
- RTB/RTA policy
- Awaab's Law action plan – 2025

5.0 Policy Statement

5.1 Scope

- 5.1.1 We are committed to delivering a quality, effective repairs service and to provide homes that are maintained and safe for our customers to live in.
- 5.1.2 We endeavour to adhere to all relevant legal and regulatory requirements relating to repairing, maintaining, and improving our homes.
- 5.1.3 We are committed to ensuring that our colleagues, agents, and contractors are suitably qualified and experienced to undertake repair, maintenance, inspections and improvement works in a safe and professional manner.
- 5.1.4 We endeavour to regularly assess the condition of our homes, which will inform our future maintenance and planned improvement works.
- 5.1.5 We are committed to repairing and maintaining properties in accordance with our established lettable standards, while ensuring full compliance with all legal requirements. Improvement works will be undertaken for homes that do not meet these standards or when the lettable standard is enhanced. Vacant properties will be refurbished to reach our lettable standard. Where properties

cannot be economically repaired, maintained, or improved to the required standard, we will consider their disposal.

- 5.1.6 We promote environmentally friendly and sustainable working practices, materials, and specifications, wherever practicable.

5.2 Reporting a repair

- 5.2.1 We endeavour to provide services that are easily accessible at a time and in a way to suit our customers. Customers can report a repair through any of our contact channels including: -

- Online through self-service website
- Via Live Chat
- By telephone
- By email
- Face to face at a customer services drop in location
- Others can report a repair on behalf of a resident if they are a named contact

- 5.2.2 Our core operating hours are Monday to Friday 8am to 5pm. We operate a 365 day, 24-hour, 7 days a week 'out of hours' emergency repairs service which is accessed by telephone.

- 5.2.3 We prioritise repairs where there is an immediate risk of a health and safety hazard to our customers or any visitors, in line with the categorisation in section 6 below, and considering any vulnerabilities of the customer.

- 5.2.4 If we fail to keep to an appointment, we will apologise and prioritise a rearranged appointment at the earliest opportunity. In certain circumstances compensation may be offered as a resolution in line with our Customer Complaints and Feedback Policy.

- 5.2.5 Our customers will be able to easily change an appointment through various channels if the appointment is not convenient unless it breaches health and safety guidance.

- Online, through our self-service website
- Via Live Chat
- By telephone
- By email
- Text message
- Face to face at a customer services drop in location

- 5.2.6 Pre-inspections may be required in advance of repairs taking place to assess the extent of the work or materials required. Where an inspection is necessary, we will inform the customer of this, and an inspection appointment will be made on a mutually agreed date. Following a damp and mould survey (Awaab's Law), a report will be sent to the customer by email by default but if we are unable to use this method an alternative will be used.
- 5.2.7 We aim to keep customers informed about repairs, maintenance, or home improvements. Customers are responsible for granting us access, maintaining their property, reporting needed repairs, and obtaining our consent for any improvements they plan to make.
- 5.2.8 We use customer satisfaction feedback and learning from complaints to improve how we repair, maintain, and improve our homes.
- 5.2.9 Customers will be recharged for any repairs that are due to wilful damage, neglect, misuse, or abuse. A customer's vulnerability and ability to pay will be assessed when making decisions to recharge. We will not recharge:
- the family of a customer who has passed away if there is no estate;
 - when a customer is admitted to residential care and has no means to pay;
 - where the customer has been a victim of a serious crime that has been reported to the Police and has a crime reference number or other supporting evidence; and
 - where the damage is accidental and is a result of a customer's identified vulnerability.

6 Categorisation of Repairs

- 6.1 When a request for a repair is received, we prioritise that repair dependent on the severity and personal circumstances of the customer through the following categories set in **Appendix 2**.
- 6.2 **Emergency Repair:** Emergency repairs are addressed when a more urgent response is required, following a risk assessment conducted at the time of customer contact, including consideration of occupant or household vulnerabilities. These repairs typically present a greater level of inconvenience or potential risk to the customer compared to routine maintenance and must be reported by telephone only. In cases involving an immediate Health and Safety risk, our objective is to respond within four hours to ensure the situation is made safe.
- 6.3 **Significant risk repair:** This is where an assessment has been made that a 28-day priority would not be adequate. For example, when a repair is reported and there is a known customer vulnerability the repair will be assessed for potential

reprioritisation to a significant risk category. Each case is to be considered on an individual basis, and guidance is provided to repair schedulers and customer services. The reassessment of repair priority relies on information that Aspire has recorded within its databases and asking questions at the source call. Out of scope vulnerabilities requests will be approved by the Customer Excellence Team Leaders as and when required. Upon triage some of these cases could be escalated to an emergency repair.

6.4 Routine Repair: A routine repair is non-urgent work carried out to maintain our customers' homes or one of its components. The majority of repairs are classified within this category, as they typically present no immediate risk to occupant safety or significant damage to the property.

6.5 Major Repair Inspection: This category covers large repairs that cannot be diagnosed at the initial visit, typically require more than a day to finish, involve multiple trades, or are part of a planned work programme. These repairs require a preliminary inspection to determine necessary materials, labour hours, and any specialised surveys or equipment, such as plant, machinery, scaffolding, or asbestos assessments and removal. If immediate health and safety concerns are identified, interim emergency repairs will be carried out where necessary. The main repair inspection is scheduled as a major repair, with the inspection to be completed within 20 working days from job creation. The job number remains active until all works are finished within the allotted 65 working days. If the inspection identifies the need for full component replacement (e.g., kitchen, bathroom, roof, windows, doors), the inspection job is closed and referred to the asset team for further review and inclusion in future planned programmes.

6.6 Categorisation

Appendix 3 provides *examples* of the categorisation of specific repairs, but these lists are not exhaustive, and each case will be assessed on its own merits.

7 Landlord and Customer Repair Responsibilities

7.1 The responsibilities contained in this section generally apply to customers living in individual rented properties, but reference should be made to individual tenancy agreements. Schemes may have different arrangements outlined for landlord and tenant responsibilities, especially in relation to specialist equipment (e.g., replacing lamps/bulbs in specialist fittings).

7.2 Landlord responsibilities - Our responsibilities are as follows: -

7.2.1 Structural and Exterior of the Home - We are responsible for keeping in repair the structure and exterior of a customer's home. This includes:

- Roof
- Outside walls
- External decoration
- External doors, frames, jambs, hinges, thresholds, necessary painting
- External windows, including sills, frames, sash cords, glazing putties, failed double glazing units, necessary painting (smashed glass will only be replaced if it is a result of a crime and there is a crime reference number).
- Chimneys and chimney stacks (but not sweeping)
- Pathways, steps, ramps or other means of access
- Garages and outbuildings that are part of the home

7.2.2 Repair of Installations - We are responsible for repairing: -

- water pipes and tanks
- gas pipes
- electrical wiring
- electrical sockets and switches
- smoke detectors (where fitted)
- light fittings (but not plugs or appliances which are not ours)
- basins
- sinks
- baths
- toilets
- flushing systems
- water heaters
- boilers
- fireplaces, fitted fires and radiators and other central heating installations (but not those we have not installed.)
- Skirting boards, architraves, floorboards, internal doors and frames,
- Plastering

We will not accept any liability for damages or responsibility for maintaining or replacing items installed by customers.

7.2.3 Communal Areas

7.2.4 We are committed to ensuring that the communal areas are kept in reasonable repair and are fit for use. This includes keeping communal area lighting and entry phones in working order, and decorating when required and cleaning floors, stairs, landings, entrance doors and communal windows. We will also endeavour to keep stairways and lifts in good working order.

- 7.2.5 Some of these items may be provided as services under the terms of a tenancy agreement and paid for through the service charge or, in the case of affordable rented properties, the rent.

7.3 Customer responsibilities

- 7.3.1 We will not carry out repairs, maintenance or replacement which are the responsibility of the customer, as set out in the tenancy agreement. The customer is also responsible for: -

- Keeping the home clean, well ventilated, in good condition and well decorated.
- Carrying out small repairs.
- Ensuring that gardens included in the tenancy are properly maintained, kept tidy, and free from excessive vegetation and rubbish.

- 7.3.2 We expect all customers to abide by the terms of their tenancy agreement regarding repairs and maintenance by allowing our contractors, colleagues or appointed specialists to: -

- Inspect the home or any surrounding home.
- Repair the home or any surrounding home.
- Improve the home or any surrounding home; and carry out work that we consider necessary to make sure the home and surrounding properties do not put any tenant or anyone else at risk. This includes allowing access to conduct electrical inspections, annual gas servicing and health and safety inspections.

- 7.3.3 If a Trade Operative or contractor is unable to access the property, the 'no access' procedure will be implemented. Efforts will be made to schedule a mutually convenient time to complete the necessary repairs. Failure to provide access for repairs or inspections constitutes a breach of the tenancy agreement and may result in legal action being taken to obtain entry.

In the case of an emergency, we reserve the right to obtain immediate access. We will contact the customer in various ways and methods to gain entry.

7.4 Rehoming

- 7.4.1 From time-to-time customers may have to move out of their home on either a temporary or permanent basis to enable work to be undertaken. We will make arrangements for the relocation and will keep customers informed on the progress of the works.
- 7.4.2 Rehoming is a key part of Awaab's Law and there will be collaboration with the Localities team where needed, alongside any over occupancy concerns.

- 7.4.3 If a home cannot be repaired according to our disposals policy, we will work with customers to arrange a permanent relocation from the home to a new home.

8 Planned Maintenance

- 8.1 Aspire will undertake a five-yearly stock condition home improvement survey to inform its forward programme of investment. We may survey some homes more regularly. The planned improvements programme includes such work as central heating replacement, new kitchens/bathrooms, re-roofing and rewiring. It will be developed using stock condition data (remaining life and condition of the element to be replaced) to ensure that as a minimum Aspire meets the Decent Homes Standard.
- 8.2 We may also identify planned works that are required to address specific management or maintenance issues, for example future housing requirements or anti-social behaviour, which will be informed by our assessment of asset performance.
- 8.3 Customers are required to allow access to their homes at the agreed time for scheduled improvements and may need to move personal belongings to ensure work areas remain accessible.

9 Insurance

- 9.1 We will insure the fabric and structure and certain fixtures and fittings but will not insure the customer's contents unless it is a furnished tenancy. In the case of furnished tenancies, it is only our fixtures and fittings that will be insured, and the customer remains responsible for the insurance of their own belongings.
- 9.2 In the event of any major accident such as fire or flood we will repair the building fabric, but it is the customer's responsibility to replace any home contents and for any consequential loss.
- 9.3 It is in our customers' best interests to take out home contents insurance. Further information about this can be found on our website.

10 Leaseholders: Major Works

- 10.1 We will identify any agreements or works which may require statutory consultation under Section 20 of the Landlord and Tenant Act 1985 (as amended). This will be any one-off works which are at a cost of £250+ per leaseholder or a long-term qualifying agreement which is at a cost of £100+ per leaseholder per annum. We will endeavour to identify these on an annual basis in advance.

- 10.2** To recover the full cost of works, we must consult with leaseholders before ordering any major works unless we obtain an order for dispensation from all or some of the consultation requirements. We may seek a retrospective order for dispensation: this is likely to be the case where emergency works are required, and timescales do not allow us to undertake full consultation.
- 10.3** Regardless of any legal requirement to conduct consultation under the legislation, we may choose to undertake more limited consultation in accordance with our standard procedures and established practices.
- 10.4** In cases of new build developments with communal areas such as unadopted roads or parking, a sinking fund may be established to cover the costs of future replacement of significant capital items.
- 10.5** The sinking fund avoids or offsets the need to pay large one-off sums when major works are required.

11 Repair Responsibilities for Residential Leaseholders

- 11.1** The responsibilities contained in this section generally apply to residential leaseholders who live in flat blocks (excluding Extra Care). However, reference should be made to individual leasehold agreements as these set out the specific contractual responsibilities for Aspire and our customers. The contents of this policy do not override the terms of the lease and any terms implied under legislation.
- 11.2** Leaseholders that sublet are responsible for ensuring they have a valid Gas safety certificate.
- 11.3 Landlord Repair Responsibilities:** For leaseholders living in flats Aspire is generally responsible for: -
- Structure and exterior
 - Roof
 - Outside walls, window frames and most outside doors
 - Gutters and outside pipes
 - Drains and gullies
 - Shared boundary walls and fences (unless these are the leaseholder's responsibility under the terms of their lease)
 - Shared pathways and steps
 - Shared areas inside the building
 - Shared TV and entry phone equipment
 - Shared alarm and fire safety equipment
 - Lifts
 - Pumped water systems

- Sewage systems

11.4 For leaseholders living in a house, Aspire (or the freeholders if different to Aspire) is responsible for maintaining and repairing the communal land: alternatively, there may be a management company who is obliged to do this.

11.5 Leaseholder Repair Responsibilities: Leaseholders living in flats are generally responsible for all repairs, maintenance, and replacements to the inside of their home as outlined below: -

- Central heating (including the thermostat and programmer, boiler, pump, radiators, and pipework)
- Water tanks within the home and only serving the home
- Inside walls and ceilings (for example the plaster finish and decorations), and the floors (including the floorboards and floor coverings)
- Joinery (for example, doors and door frames, door hinges, skirting boards, staircases, and banisters)
- Locks, latches, handles and window catches, sash cords and locks
- Glass in windows and doors (except where that is part of the structure and exterior Aspire must maintain)
- Chimney flues (including sweeping)
- Decoration
- Kitchen units and worktops
- Appliances such as cooker hoods, hobs, ovens, gas and electric fires, and night storage radiators
- Leaks from pipes within the leaseholder's home

11.6 Insurance

11.6.1 Leaseholders are responsible for: -

- insuring all their own contents.
- submitting a claim to Aspire for the rectification of any damage to their residential home which is covered by the buildings insurance policy.
- submitting a claim for any works that Aspire is obliged to carry out as the landlord but may be covered by the builder's insurance.

11.6.2 Shared Owners: Shared ownership leaseholders of houses are responsible for all internal and external repairs to their properties. However, under the new shared ownership model, leaseholders benefit from a 10-year period during which landlords cover eligible annual repairs up to a cap of £500 per year. Certain repairs may also be covered under building warranties.

12 Empty Homes

- 12.1** We aim to inspect all properties prior to a home being vacated. Advice will be given to the outgoing customer on their obligations, and any rechargeable repairs that are considered necessary will be recorded.
- 12.2** Works to bring the home to our Lettable Standard will typically be undertaken whilst the home is empty with works prioritised to minimise the length of time properties are vacant.
- 12.3** We are committed to re-let properties with no hazards and free of damp and mould.
- 12.4** Planned improvements may not always be undertaken prior to the occupancy. A timescale will be agreed with the incoming customer for the completion of such works, depending on the timing of the proposed programme and condition of the relevant fittings and components.

13 Compliance and Cyclical Maintenance

- 13.1** All gas central heating systems and gas appliances under our responsibility are serviced annually. Our Gas Safety Policy outlines the procedures for servicing and addresses cases where access is denied by customers, which may sometimes include legal action to ensure compliance with annual gas servicing requirements.
- 13.2** We are committed to undertaking a five-year electrical safety inspection of all properties as set out in the Electrical Safety Policy and will also undertake regular servicing and testing of fire alarms, smoke alarms, carbon monoxide alarms, and emergency lighting where we provide these. All electrical equipment under our ownership will undergo routine safety testing, and any firefighting equipment supplied will be properly maintained.
- 13.3** Cyclical works are those that need to be done on a periodic basis. We will operate a cyclical internal painting programme for communal and common areas.
- 13.4** Customers are responsible for decorating their homes, except when the property is first let when the decorative condition meets our Lettable Standard, unless otherwise agreed with the incoming customer. In such cases, decoration vouchers may be provided, and customers asked to complete the work themselves.

14 Fencing and Boundary Treatment

- 14.1** Subject to the availability of resources, a planned Fencing and Boundary Renewal Programme may be carried out based upon stock condition information, strategic asset management requirements and intelligence gathered by Localities teams.
- 14.2** Fencing and gates may be provided as a priority over any future planned programme in the following instances:
- Where there are Health and Safety concerns, e.g., substantial difference in ground level at the boundary of areas of land in question.
 - Where vulnerable boundaries exist e.g., adjacent to main roads and footpaths, border a canal or railway line embankment (either used or disused).
 - To prevent anti-social behaviour/trespass where it is deemed to be a significant risk.
 - Where the customers are deemed to be particularly vulnerable.
 - Community Living schemes or in respect of elderly persons accommodation.
- 14.3** Where a hedge provides a sufficient boundary, we will not look to remove and replace with a fence. It will be the responsibility of the customer to maintain the hedgerow in line with the tenancy agreement and to ensure it maintains an adequate boundary.
- 14.4** If a former Customer has erected good quality fencing having gained permission, we may choose to accept future maintenance responsibility rather than removing it when the home is empty.
- 14.5** Responsive repairs to fencing that has not been installed by us will only be carried out in circumstance where damage has been caused by:
- Wear and tear.
 - Vandalism by third parties who are not Aspire customers (the costs of repairs in these circumstances will be recharged wherever possible).
- 14.6** In exceptional circumstances we may need to erect hedges to effectively facilitate a fencing programme and in this case the customers affected will be consulted.
- 14.7** All requests from customers to erect fencing will be considered in accordance with the Customer Home Alteration policy and procedures and must meet our specifications.
- 14.8** Front boundary fencing should be no higher than 3ft or 1 metre high and meet our specification.

15 Customer Home Alterations

- 15.1** Customers wishing to carry out work on their properties beyond their general responsibilities must seek permission from us in advance in accordance with the Customer Home Alteration Policy and Procedure.

16 Disrepair Claims

- 16.1** Section 11 of the Landlord and Customer Act 1985 imposes an obligation on the landlord to keep the structure and exteriors in good repair. If these are not carried out, then a customer may be able to take legal action against the landlord for disrepair.
- 16.2** Aspire will be proactive in identifying and dealing with disrepair issues as we are made aware of them. However once formal notice is received, we will follow our Disrepair Procedure to process claims, which attempts to prioritise any outstanding repairs as quickly as possible and achieve an early resolution to avoid litigation action.
- 16.3** Where necessary, repairs associated with a disrepair claim will be prioritised over other workstreams.
- 16.4** We will endeavour to learn from any failings which have resulted in a successful disrepair claim against us to inform continuous improvement.

17 Preserved Right to Buy and Right to Acquire Applications

- 17.1** Once a customer has applied to buy their home under the preserved Right to Buy or Right to Acquire, we will only carry out those basic repairs required by law prior to the completion of the home purchase.
- 17.2** No planned improvements will be carried out once an application to purchase the home has been received and accepted.

18 New Build Properties

- 18.1** Where new build homes are covered by a warranty, we will liaise with the appropriate maintenance contractor to resolve any defects. We will undertake any works to make safe if it presents an immediate danger. Once a customer has applied to buy their home, we will only carry out emergency and routine repairs which are our responsibility prior to the completion of the purchase.
- 18.2** All works carried out as part of new build or improvement contracts are covered by a defect's liability period. This will start from the date of completion. Usually the defects liability period is:

- 6 to 12 months for building repairs (including electrical or mechanical works).
- Up to 24 months for some special components.

18.3 Customers must report repairs for new or improved properties in the normal way.

18.4 New build properties are provided with at least a 10-year structural warranty. For new build properties that are still under the defect liability period, Aspire will follow the procedures outlined in this policy and coordinate with the developer to address any issues related to damp and mould.

19 Safety of Colleagues, Agents and Contractors

19.1 We operate an Employee Code of Conduct Policy for our own operatives who carry out repairs on our behalf and in addition to this we have a Supplier Code of Conduct. We take seriously any action by customers who harass or threaten to harass or use or threaten violence towards our colleagues, agents, or contractors.

19.2 We will always take action to protect our colleagues where such circumstances arise. In extreme circumstances this may involve police action.

20 Additional support for customers

20.1 Signposting customers to money advice and housing related support where appropriate – liaising with other colleagues where needed.

20.2 We provide ongoing training and educate front line colleagues to recognise the presence of damp and mould or other health and safety risks and have mechanisms in place to report it for further appropriate action and any other hazards.

Appendix 1 – Customer Accessibility & Vulnerability Statement

Aspire is committed to ensuring that all customers have equal access to our services and will treat all customers with fairness, dignity and respect.

We offer a substantial amount of additional support and respond with flexibility to customers experiencing circumstances (potentially temporarily) that may increase their vulnerability and affect their ability to manage their tenancy. However, we recognise the need for further improvement, particularly in ensuring a consistent approach by equipping our colleagues with the necessary information, understanding, and tools to effectively address the needs of vulnerable customers.

In preparing this statement, we have had in mind the Housing Ombudsman's definition of vulnerability in the context of housing complaints (in its report 'Spotlight on: Attitudes, respect and rights - Relationship of Equals produced in January 2024') as: *"A dynamic circumstance which arises from a combination of a resident's personal circumstances, characteristics and their housing complaint. Vulnerability may be exacerbated when a social landlord or the Housing Ombudsman Service does not act with appropriate levels of care when dealing with a resident's complaint... if effective reasonable adjustments have been put in place, the vulnerability may be reduced"*.

Therefore, we appreciate that levels of vulnerability can be affected by many things, but that housing and housing services are potential factors.

Our aim is to:

- **Understand Needs:** We will endeavour to understand and capture the circumstances of customers and prospective customers.
- **Accessible Services:** Strive to make our services as accessible as possible and understand and comply with our obligations under the Equality Act 2010.
- **Training Our Team:** Continue to train and support our colleagues so they have the knowledge to respond appropriately.
- **Alternatives:** We understand that one size does not fit all and will endeavour to modify and tailor our services where possible/appropriate to do so.

Reasonable Adjustments

We can have a legal duty to consider reasonable adjustments under the Equality Act 2010. Reasonable adjustments are changes or alterations made, or auxiliary aids provided to address disadvantages that would otherwise face people with protected characteristics under the Equality Act 2010, including those with a disability.

Although the Equality Act 2010 does not specifically define what 'reasonable' means, the guidance suggests the relevant factors are:

- How effective the adjustment is at preventing or reducing a person being disadvantaged because of their disability (either generally or for a particular customer or service user).
- The practicality of us making the adjustment, including whether the change can actually be made.

- The availability of our resources: this may take into account how many people would benefit from proposed changes and the resources required to deliver that to ensure the change is proportionate to the resources required.
- Any disruption to services that are because of the adjustment (or the resources required to implement the adjustment/provide the aid).
- The cost.

Appendix 2 – Categorisation of repairs

Category	Estimated Response Time, subject to access
Emergency Repair	24 Hours to make safe – full repair may take longer. If there is an immediate Health and Safety risk, we will aim to attend in 4 hours to make safe.
Significant Risk Repair – <i>(We recognise we may need to shorten the response times in some cases to consider customers who are vulnerable or who have specific needs)</i>	5 working days
Damp & mould inspection – under significant risk repair	10 working days: 5 Days for first visit, 5 days for further survey if required
Routine Repair	20 working days
Major Repair including Inspection	Initial inspection within 20 working days and all works completed within 65 working days

Appendix 3 - Examples of the categorisation of specific repairs

Significant Risk Repairs (within 5 working days)	Emergency Repair (within 24 hours)
Categorisation to be used to prioritise routine repairs to a higher priority based on assessment of vulnerabilities	
Damp and mould under Awaab's Law	
Health and Safety hazards	Total loss of power
Damp and mould significant risk repairs must be investigated within 10 working days and communication within 3 days of the conclusion of the investigation to customers.	
	Communal lighting not working
	Insecure properties
	No hot Water
	Blocked toilet or drains
	No Heating
	Fire alarm failure
	Total loss of water
	Uncontainable leaks
	Triaged Damp and Mould customers who meet the severity and vulnerability criteria
	HHSRS category 1 hazards as required
	We aim to attend the following in 4 hours
	Fire
	Serious floods
	Structural damage
	CO alerts
	Gas Leaks
	Unsafe electrical fittings
	Unsafe Gas Fittings

Routine Repairs (within 20 working days)	Major Repair Inspection (within 65 Calendar days)
Containable water leaks	External works such as path/driveway replacements
Dripping taps	Complex case work
Shower not working	Major roof repairs
Internal doors and woodwork	External brick wall repair or replacement
Patch plastering	Large plastering works
	Component replacement – kitchens / bathrooms etc
	Major internal modernisation works