

Responsive Repairs Policy

We want to provide great homes and places that our customers can be proud of

1. Policy Aim

- 1.1 Our customer promise at Yorkshire Housing (YH) is to enable our customers to have homes and places they are proud of. We aim to deliver the best repairs service in the UK to meet our ambition to be the best Housing Provider in the UK.

2. Roles and Responsibilities

- 2.1 Appendix A sets out the repair obligations of both YH and our customers.
- 2.2 Appendix B sets out the relevant regulations and legislation for YHs repairs service.
- 2.3 The Executive Director – Customer Experience will have overall responsibility for the implementation of this policy.
- 2.4 The Director of Homes will ensure that the policy and associated procedures are embedded within the operational delivery of the repairs service and that all colleagues are aware of their responsibilities and are adequately trained to carry them out.
- 2.5 The Heads of Service are responsible for adequate resourcing and having effective processes in place to implement this policy.
- 2.6 The Senior Leadership team are responsible for ensuring that the policy and associated procedures are adhered to and that all colleagues are appropriately trained.
- 2.7 Responsive repairs specifications and contracts will be drafted in line with this policy to ensure that contactors, consultants, and partners understand and comply with the policy as set out.
- 2.8 Yorkshire Housing colleagues and customers will follow the policy guidelines and its approach to responsive repairs.

- 2.9 Customers are responsible for all members of their household, visitors and pets to ensure they are keeping their home clean, tidy and well maintained. Pets must be kept in a separate location from any YH colleague attending their home to complete a repair.
- 2.10 Customers have a responsibility to provide access for the completion of surveys, repairs and cyclical servicing works.

3. What customers can expect from our responsive repairs service

- 3.1 We are committed to delivering a high-quality, customer obsessed repairs service that responds to individual needs. Everyone involved in providing repairs, whether YH staff or contractors—will be professional, friendly, and effective.
- 3.2 Our service will be cost effective, aiming for quality and value for money. We'll clearly explain whether a repair is our responsibility or the customer's, always meeting our legal and contractual obligations.
- 3.3 YH colleagues and our contractors will proactively look out for repairs during visits. If they can fix an issue on the spot, they will; otherwise, they'll report it for a follow-up visit.
- 3.4 We'll attend appointments as promised and keep customers informed of any changes, such as delays due to severe weather. Communication will be clear and timely.
- 3.5 Customer feedback is vital. We'll use insights from surveys, complaints, and customer groups to improve our service continuously.
- 3.6 We're also enhancing how we use data and introducing smart technology to take a more pre-emptive approach to repairs, aiming to prevent issues before they arise. This is the start of our journey to replace items, wherever possible, before they become faulty preventing the need for customers to report responsive repairs.

4. Definitions

- 4.1 We will carry out repairs to our customer's homes, where we have a responsibility to do so. We will make it clear when we don't have repair responsibility and offer help and support where possible if this is a local authority or separate service provider. These include services such as water and utility companies.
- 4.2 A **responsive repair** will be categorised as either an emergency or a routine repair. Emergency repairs are repairs that are required where there is a severe risk to the customer or the property only.
- 4.3 All responsive repairs will be prioritised based on whether they are an emergency or routine, with the exception of damp and mould repairs. The timescales for each are clearly set out below:

- **Emergency responsive repairs: once reported** we will aim attend your home within 4 hours to make everything safe, and where possible we will complete the work within 24 hours.
- **Routine responsive repairs:** We will make an appointment for the work to be completed as quickly as reasonably practicable, but within 28 days. Some routine repairs may take longer due to the scale and complexity of the work. Our aim is to complete all large scale repairs within 90 days
- **A Category One Hazard**, which is an immediate risk to a persons safety within their home, which is determined within Awaabs Law, may be identified at the point of call or an attendance to the Emergency repair. In this instance, the hazard will be made safe within the same timescales as an emergency repair. Follow on inspections and rectification work will be conducted in line with requirements set out in Appendix C.

Rechargeable Repairs

- 4.4 A rechargeable repair is when there's been damage to a YH property that's been caused by accidental or wilful damage, or neglect. This damage can be caused by the customer, members of the household, pets or any visitors to the property.
- 4.5 Customers are responsible for the cost of any works required due to damage to any fixtures and fittings either external, internal, or in communal areas. Legal action will be considered for anything related to criminal damage.
- 4.6 Rechargeable repairs will be identified in several ways. These include, but aren't limited to, conversations with customers when they call to request a repair, visits by colleagues or contractors to homes for inspections, other repairs visits and appointments with customers.
- 4.7 If a repair has been categorised as an emergency and the customer fails to provide access then a charge will be added for the visit.
- 4.8 Customers are able to have the rechargeable work complete by another contractor who must be trained and competent. Work inclusive of any relevant qualifications such as Gas Safe or Electrical Safety a certificate of compliance will need to be provided.
- 4.9 Once the repair has been completed, the customer will need to notify YH of this within 28 days or YH will complete the repair at the customers expense.
- 4.10 Customers who end their tenancy and leave their property in a poor condition that isn't considered fair, wear and tear will be charged for repairs that are customers responsibilities during their tenancy.

5 Hours of Operation

- 5.1 We will provide an emergency responsive repairs service, 365 days a year, 24 hours a day, 7 days a week.
- 5.2 Routine repairs will take place during our core business operating hours, these are usually between 8 am and 4 pm weekdays, although we do operate limited services up to 6pm and on a weekend if and when required.

6 Appointments

- 6.1 We will endeavour to attend emergency repairs within 4 hours to make the home safe, as this is not always possible, we will attend within 24 hours. We may need to carry out follow-on work following an emergency repair, these will fall in line with our routine timescales.
- 6.2 For all other repairs we will aim to provide customers with an appointment to complete the repair. We will agree an appointment with the customer at a date and time to suit them. Ideally this will be at the first point of contact, where this isn't possible for whatever reason, YH will contact the customer within an agreed timescale, dependent on demand, to arrange this.
- 6.3 Unfortunately, sometimes our tradespeople's availability can change at short notice. We will always try to get another tradesperson to attend the agreed appointment but if for any reason we have to cancel an appointment we will notify the customer as soon as possible to apologise and re-arrange.
- 6.4 We understand that our customers commitments may change, and they may have to rearrange their appointment. The customer must inform us as soon as reasonably practicable, so we can rearrange the appointment. Where a customer notifies us within 24 hours this will be considered as a no access. The no access procedure can be found in Appendix D.

7 Communication

- 7.1 Customers will be contacted prior to us attending their repair appointment to tell them we are on our way. If a repair is being carried out to the external area of a property and we do not need access into your property, we may not need to make an appointment.
- 7.2 Customers will be kept up to date with the status of their repairs, should there be any delays or changes to their appointment date and time. We aim to attend all our appointments, however, there may be times when we need to change these, such as due to severe weather and/or unsafe working conditions.
- 7.3 We will communicate with customers in their preferred way, where possible, if and when this has been shared with us.
- 7.4 If the repair is being carried out by one of our partner-contractors, the contractor is responsible for keeping the customer updated.

8 Diversity and inclusion implications

- 8.1 Making sure that our policies are inclusive and ensuring fair treatment for all customers and colleagues regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age is really important to us.

- 8.2 When developing this policy, we've considered the implications for people with any of the equality characteristics, and we've assessed that there are no known negative effects. If you think we've got this wrong, please contact the policy owner.

Independent Living (Older Persons Sheltered Housing)

- 8.3 In addition to our responsive repairs service, we offer regular routine repairs visits to our schemes. Our repairs colleagues will attend each of our schemes at a pre-arranged date and time to provide any repairs advice that our customers may need assistance with.

Safeguarding

- 8.4 All colleagues following the Responsive Repairs Policy should always consider whether any children or vulnerable adults are at risk of harm or self-neglect when visiting customer's homes. If so, the colleague must make a report in line with Safeguarding processes within 24 hours.
- 8.5 Once this is recorded on the safeguarding system it will be allocated to a Designated Safeguarding Persons (DSP) and the necessary actions can be taken and recorded to safeguard customers as far as reasonably practicable.
- 8.6 See the **Yorkshire Housing Safeguarding Policy** and local procedures on the shared drive Safeguarding page for more information.

9 Value for Money (VfM)

- 9.1 We operate a localised, teamwork approach to repairs, with our repairs colleagues living in the areas they work.
- 9.2 We work with our suppliers for the best prices on quality products.
- 9.3 We work with customers to seek as much information as possible to establish who is responsible for the repair. If it's YH who are responsible, we will ask lots of questions about the repair needed to enable us to complete the repair on our first visit. If YH do attend to find that the repair is the customers responsibility, then the customer will be informed. The repair could still be complete at the customers request but the customer will be charged for this service.
- 9.4 We invest in our people and work closely with our external contractors to ensure they are skilled, knowledgeable, organised and problem solvers.
- 9.5 We organise our workforce efficiently so we can complete as many repairs to as high a standard as possible during the day.
- 9.6 We aim to complete as many repairs on the first visit as possible, reducing inconvenience to our customers and keeping our costs down.
- 9.7 We offer customer's convenient appointments and make every effort to ensure the appointments are kept.

10 Exceptions and Exclusions

- 10.1 **New Developments:** In the first (and sometimes second) year of a new property being built, the developer is responsible for repairs. This is often referred to as the Defects period – please refer to **Defects Procedure** for further information.
- 10.2 **Right to Buy/ Right to Acquire;** Where customers have applied to purchase their homes, only emergency repairs will be carried out.
- 10.3 **Market Rent:** Most of the policy is relevant to our market rent customers, however, YH responsibilities differ in relation to repairing blinds, white goods and carpets (which are supplied by YH in some market rent properties).
- 10.4 **Swarcliffe PFI;** Due to differing contractual arrangements this policy does not cover the Swarcliffe PFI scheme and homes.
- 10.5 **Leaseholders/Shared Ownership;** Under the terms of their lease, leaseholder customers are responsible for repairs to their own homes. If a leaseholder lives in a flat, YH will complete repairs to communal and external areas and leaseholders will be expected to contribute towards the cost of the repairs.
- 10.6 **Managed Agent Properties:** Repair obligations for Managed Agent properties are outlined in their individual contracts with YH.

11 Reporting and monitoring

- 11.1 Responsive repairs performance is monitored by the operational management teams on a weekly and monthly basis. The performance is measured against Key Performance Indicators (KPI's) through a performance management framework lead by the Director of Homes.
- 11.2 The Board and the Homes and Places Committee monitor the performance through the governance structure Our responsive repairs performance data will be used to drive improvements to our service and understand the needs and expectations of our customers.
- 11.3 Colleagues from across the organisation and a customer scrutiny group (Review Crew) have been involved in the review of this policy with their feedback used to make changes to improve the policy.

12 Complaints and Appeals

- 12.1 Where a customer has a complaint regarding a repair, this should be communicated in writing, email or over the phone to our Customer Experience Team so that it can be recorded on our systems and be signposted or escalated to the responsible team(s).
- 12.2 The Customer Complaints and feedback policy on the YH website ([Customer Complaints and Feedback | Yorkshire Housing](#)) provides more detail and includes complaints timescales in line with the Housing Ombudsman Complaint Handling Code.

Date approved	29 October 2025
Approved by	Homes and Places Committee
Recommended / scrutinised by	Consultation included frontline trades colleagues, the Customer Scrutiny Group (“Review Crew”), and benchmarking with other housing providers.
Summary of changes	This policy has combined the Repairs and Chargeable Repairs Policy into one document. The changes promote a simplified document that is user friendly whilst maintaining all relevant information about your repairs. Damp, Mould and Condensation have been removed from this policy and has a standalone policy in place as of October 2025 to accommodate changes to regulations.
Frequency of review	3 Year (or a change of regulation / legislation)
Next review date	2028
Policy owner	Head of Repairs and Maintenance
Policy author	Director of Homes
Associated policies or guidelines	Tenancy Policy Building Safety and Compliance Policy Homeownership Management Policy Managing Agents Policy Adaptations Policy Right to Compensation for Improvements Policy Safeguarding Policy Housing Health and Safety Rating System (HHSRS) Tenancy Agreement Asset Management Strategy Yorkshire Housing Standard
Associated procedures	Gas Safety Procedure Electrical Safety Procedure Mutual Exchange Procedure Right to Improve No Access Procedure Complaints Procedure

Appendix A

Responsive Repairs Responsibilities

Our aim is to provide all our customers with a home they can be proud of.

We will keep our customers' homes safe, secure, and weatherproof. We will ensure that all fixtures and fittings for the supply of water, gas, electricity, heating, and sanitation within the property are in working order. We will also carry out repairs to communal areas, external areas, and facilities where we are responsible. Where contracts differ in relation to repairing responsibilities, we will deliver the service specified in those contracts.

At the same time, customers also have a responsibility to look after their home, report issues promptly, and take reasonable steps to prevent avoidable damage. This shared responsibility helps us maintain safe, high-quality homes for everyone. Any repair / damage that is the customers responsibility will be considered as rechargeable.

Repair responsibilities include the following (room by room):

Repair	YH Responsibility	Customer Responsibility
Gardens		
Garden Walls if built by YH	✓	
Front and boundary fencing and gates	✓	
Dividing and rear fencing (unless it leads directly to a hazard that poses a direct risk to life)		✓
Pathways and steps that provide main access to the front or back door	✓	
Paved area's that don't provide access to the property		✓
All Garden maintenance including flooded gardens (except following an underground leak)		✓
Washing lines and posts (except on schemes)		✓
Replacement or Repairs to sheds		✓
Garages & Outbuilding		
All maintenance if provided at point of tenancy	✓	
Locked out of Garage		✓
Providing additional keys		✓
External Walls & Canopies		
External walls and rendering	✓	
Foundations	✓	
Over door canopies (if provided at point of tenancy)	✓	
Communal Areas		
Dustbins and removal of household waste		✓
Communal services such as lifts, rubbish chutes and communal TV ariels	✓	
Replacement or additional key fobs for door entry systems		✓
Door entry systems	✓	
Driveways provided at point of tenancy	✓	

Repair	YH Responsibility	Customer Responsibility
Driveways installed by customer		✓
Roofs		
All roof works, including chimney stacks, fascias and soffits	✓	
Windows & Doors		
All frames, external sills, ironmongery and locks if damage is fair wear and tear	✓	
Damage caused by misuse including accidental damage or painting		✓
Damaged glazing		✓
Security chains, key safes and spy holes		✓
Internal window sills (unless affected by wood rot)		✓
External doors, frames, locks, ironmongery and thresholds	✓	
Internal Doors (excluding ironmongery)		✓
Additional door locks		✓
New or replacement Keys		✓
Locked out of property		✓
Drainage		
Gutters, soil and vent pipes	✓	
Clearing drain gulleys		✓
Blocked drains affecting one property	✓	Customers will be recharged if the blockage was avoidable (ie such as flushed wet wipes)
Blocked drains affecting more than one property	Refer to Yorkshire Water	
Inspection chambers (Manholes)	✓	
Property Walls		
Structural walls inside property	✓	
Minor repairs to plasterwork such as hairline cracks or holes (5mm / width of a pound coin) advise customer to fill		✓
Plaster works (larger than the above)	✓	
Wall Tiles – we will match as closely as possible where damage is due to fair wear and tear	✓	
Skirting boards, picture rails and wooden fixtures (unless affected by wood rot)		✓
Floors		
Concrete floors (not including floor tiles)	✓	
Floorboards and joists	✓	
Wet room floor	✓	
All floor coverings (except wet room floors)		✓
Fireplace		

Repair	YH Responsibility	Customer Responsibility
Any fireplace provided by YH	✓	
Staircase		
Staircase, bannisters and handrails	✓	
Bathroom		
Bath Panels from fair wear and tear	✓	
Airing cupboard shelving (unless affected by woodrot)		✓
Internal Pipework and boxing in	✓	
Kitchen		
Cupboards, drawers, worktops, door catches, hinges and handles where damage is fair wear and tear - we will match as closely as possible but identical matches are not always possible due to some kitchen items being obsolete	✓	
Any surface that has been painted or wrapped / amended in any way		✓
Cookers, ovens, hobs and white goods (unless provided as part of the tenancy)		✓
Plumbing		
Water pipes (from boundary stop tap), overflow pipes and water tanks	✓	
Blocked toilets, sinks, baths and hand basin waterpipes where the customer has attempted to clear in the first instance	✓	Customers will be recharged if the blockage was avoidable (ie such as flushed wet wipes)
Taps, stop taps and wheel valves	✓	
Sink units and hand basins (unless damaged)	✓	
Toilet flushing mechanism	✓	
Toilet seats – YH will provide at point of tenancy only		✓
Bath and shower trays where supplied by YH	✓	
Sink and bath plugs and chains		✓
Bath and sink seals	✓	
Gas		
Gas supply and Gas Meter		✓ Customers must liaise with their supplier
Gas Meter Box	✓	
Gas boiler	✓	
Gas pipe work after the gas meter	✓	
Annual gas service	✓	
Gas fire	✓	
Topping up water pressure in combination boiler		✓
Bleeding radiators		✓

Repair	YH Responsibility	Customer Responsibility
Gas water heaters	✓	
Radiator valves, timeclocks and thermostats	✓	
Other heating sources		
Ground & Air source heat pumps, heat exchange units, district heating and solar panels	✓	
Electrical items		

Customers appliances including plugs		✓
All electrical wiring and accessories, such as sockets and switches provided by YH – Fuse box, storage heaters, extractor fans, immersion heaters and showers	✓	Customers will be recharged if they have installed their own accessories that have cause the need for repair
Smoke and Carbon dioxide alarms	✓	
Adaptations		
All property adaptations that have been approved by YH	✓	
Energy efficiency		
Hot water cylinder jackets (YH will provide at point of tenancy)		✓
Light bulbs	YH will attend if a tool is required to access	✓
Loft Insulation	✓	
Pests (Vermin, Insects, ants, bees / wasps)		
Infestation at single property		✓ Please refer to your local authority
Infestation at multiple properties including communal areas	✓	
Decoration		
Full decoration of every room* (nicotine damage / staining will be considered rechargeable)		✓

*Where customers decoration has been damaged due to a repair being made to their property, that falls under YH responsibility, a decoration value will be offered at set values as per the table below.

Room	Value
Living Room	£60
Kitchen	£60
Stairs and Landing	£80
Master Bedroom	£60
All other rooms	£40

All Yorkshire Housing colleagues have a responsibility to report back any findings of damage or misuse, which could be rechargeable.

Appendix B

Regulation and Legislation

Yorkshire Housing must adhere to Section 11 of the Landlord and Tenant Act 1985 when delivering a responsive repairs service. Section 11 of the Landlord and Tenant Act 1985 sets out our repairs obligations. Further legislation and guidance relevant to the delivery of our responsive repairs service includes:

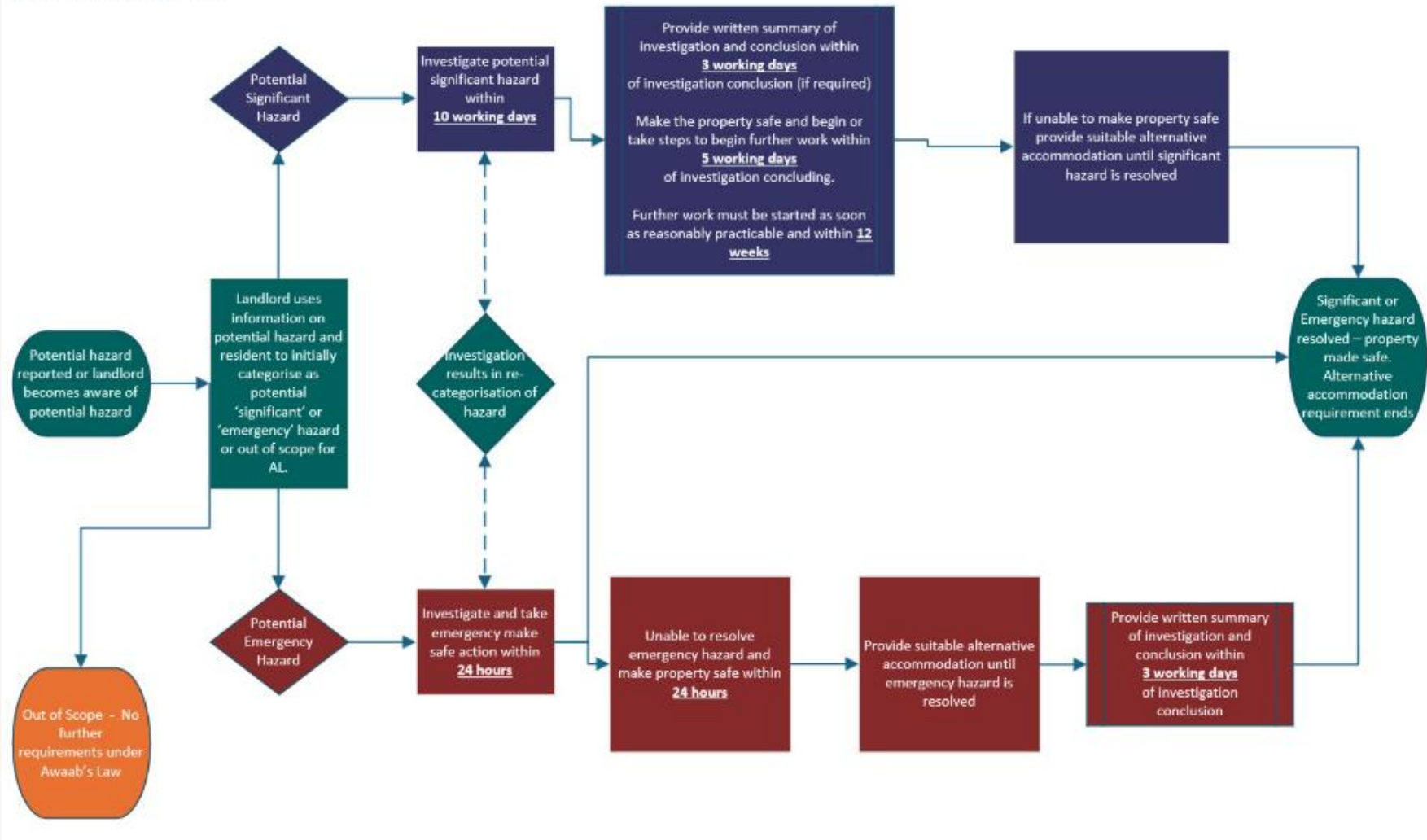
- Housing Act 1985, 1988, 1996, 1998 and 2004.
- Right to Repair Regulations 1994.
- Gas Safety (Installation and Use) Regulations 1998.
- Health and Safety at Work Act 1974.
- Equality Act 2010.
- Control of Asbestos Regulations 2006.
- Environmental Protection Act 1990.
- Homes (Fitness for Human Habitations) Act 2018.
- Housing Health and Safety (England) Regulations 2005.
- A Decent Home: Definition and guidance for implementation June 2006.
- Awaabs Law
- Regulator for Social Housing Governance, Viability and Consumer Standards

Appendix C

Diagram 1: Awaab's Law Process Flow

Diagram 1 - Awaab's Law Process Flow

Note : Does not include, renewed and further Investigation timeframes



Appendix D – No Access Procedure

