

Responsive Repairs Policy

Policy Statement & Purpose

Bromford has more than 46,000 homes spread across central and southwest England. We believe in providing warm, safe, and secure homes. But ultimately, we're a people business. Not only do we care about 100,000 who live in our homes, we want them to thrive.

This policy sets out Bromford's approach to delivering its responsive repairs service.

In realising Bromford's vision to be a sector leading organisation, the commitment recognised is to deliver a right first time and customer focused service, where repairs are completed to a high standard allowing our customers to thrive. In doing this Bromford will meet its statutory and legal obligations and ensure decisions demonstrate value for money.

This policy seeks to meet the following objectives:

- Deliver a reliable right first-time repairs and maintenance service in a cost-effective manner that meets the needs and priorities of our customers.
 - Demonstrate Bromford's commitment to undertaking responsive repairs in a timely manner striving to achieve high customer advocacy.
 - Clearly define the repair responsibilities of Bromford, customers and leaseholders
 - Provide a service that is accessible to all
 - Promote learning opportunities to empower customers on how to undertake basic repairs themselves.
 - Reduce the need and cost of demand driven repairs by having regular maintenance programmes and planned work.
 - Actively engage with customers on what they value most and expect from our repairs and maintenance service.
 - Compliance with all current legal responsibilities and regulator and consumer standards
 - Set and monitor key performance indicators to demonstrate we are meeting our objectives and timescales
 - Ensure procedures supporting this policy are clear, comprehensive, and available to all colleagues and sub-contractors
 - 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
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Scope

The policy specifically relates to the delivery of responsive repairs, carried out by Bromford directly or by an approved sub-contractor across Bromford's properties.

The principles of this policy apply to all customers, regardless of tenancy type. This also details customer and landlord responsibilities, and Bromford's communal repair obligations.

This policy includes some services and obligations to leaseholders. Where applicable, it is clearly stipulated.

This policy refers to the following types of repairs and definitions.

A **Responsive repair** is defined as:

- Unplanned and unpredictable failure of some element of the property and related assets. It is a practical repair on a like for like basis for the continuance of preservation, protection, repair to and upkeep.
- Demand driven and can be reported by a customer, other stakeholder, or following a technical inspection.

Responsive Repairs fall into the following main categories:

Emergency responsive repairs are:

- Any repair required to fix any fault which puts the welfare, safety, or security of a customer or third party at immediate risk or which affects the structure of the building.

Priority will always be given to statutory and other health and safety requirements and any work relating to emergencies such as major electrical failures.

Routine responsive repairs include:

- These are repairs that can wait without posing a risk to your welfare or safety and will not cause further damage to your home in the short-term.

Planned routine repair is defined as:

- Work that falls outside of the usual time/cost scope of responsive repairs and need time to plan completion.
- The preservation of an asset or of a condition of property by upkeep or necessary repairs

New developments

Repairs and maintenance are typically managed through the contractors (who constructed the building), for the first 12 months of building completion. This is known as defect rectification period or warranty period. During this time repairs should be reported via the customer service team in the usual way, where the defects period will be identified and Bromford will instruct the contractor to attend within a reasonable timescale.

Out of scope

Types of work NOT covered in this policy and subject to other policies are:

- **Defects in new homes** –as above, new homes have a warranty period which is typically the first 12 months. The new homes manual given to customers when they move in give information on these contractual arrangements
- **Cyclical maintenance** – this includes heating servicing, lift servicing, legionella testing, communal lighting testing
- **Property Improvement work** – this includes cyclical decoration, replacement kitchens, bathrooms, windows, roofs, and external doors
- **Planned MOT work** – scheduled works carried out due to property MOT
- **Aids & Adaptation works** – carrying out minor and major alterations to enhance the quality of life and mobility around a customer’s home
- **Commercial Repairs and repairs to leasehold properties**
- **Void repairs** – any repair reported within 3 months of a customer moving into their property will be attended by Bromford Void Team
- **Neighbourhood improvement work** – environmental improvements, fly tipping removal, graffiti removal and vermin removal

Reference Materials

List of Referenced Documents
<ul style="list-style-type: none">• Asset Management Strategy• Gas Safety Policy• Electrical Safety Policy• Asbestos Management Policy• Water Safety Policy• Fire Safety Policy• Lettings Policy• Tenancy Management Policy• Income Management Policy• Data Protection Policy• Equality and Diversity Policy• Health & Safety Policy• Vulnerable and Inclusive Services Policy• Procurement Policy• Complaints Policy• Aids and Adaptations Policy• Financial Regulations and Standing Orders• Customer Engagement Strategy• Control of Contractors Policy• Chargeable Repairs and Services Policy• Customer Alterations Policy• Contractors Code of Conduct
Customer Website Information: <ul style="list-style-type: none">• How to guides - Help and advice - Bromford• New Home Manual -• Repairs and maintenance guidance - Repairs and alterations Bromford

Principles**6.1 Reporting Repairs**

Bromford encourages customers to report repairs early to ensure they do not cause a larger problem in the longer term. Failure to do this and let a property fall into disrepair is a breach of customer’s occupancy agreement. These are the ways to report a repair:

- via Bromford’s customer portal (this is the preferred and easiest option)
- by telephone – 0330 1234 034

Out of Hours Emergency Repairs

Provisions for reporting emergency repairs outside of normal working hours can be accessed via the standard telephone number. **Only those repairs that are categorised as emergencies are dealt with**, which involves making situations safe. The next working day Bromford will order any follow-on works that are needed and carried out in normal working hours.

6.2 Repair appointments

Customers will be offered an appointment for their repair in line with the repair’s priority. Appointment slots are:

Morning	Between 08:00-13:00
Avoid school run	Between 10:00-14:30
All-day appointment	Between 08:00-17:00
Afternoon	Between 12:00-17:00

Customers will be kept informed of any changes to their appointment date or time.

6.3 Repair categories and response times:

Bromford will take a phased approach to implementing the response times below due to system development requirements, emergency response times will continue to be met and Bromford will aim to complete all other repairs within 30 days until these policy repair response times are fully launched.

Repairs will be categorised as follows:

Repair Category	Response Time
<p>P1 Emergency Response</p> <p>Issues that present an immediate danger to customers and/or will result in severe damage to property.</p> <p>Make safe/ secure / isolate as minimum, repair if possible and complete with 24 hours although further follow on works may be required.</p>	<p>Attend within 4 hours and complete within 24 hours</p>
<p>P2 Urgent</p> <p>Issues that require urgent attention to prevent future damage to property with no immediate danger to person and/or property</p>	<p>7 Days</p>
<p>P3 Routine</p>	<p>28 Days</p>

Non-emergency work where the repair does not cause immediate inconvenience or pose any significant danger to occupant or the public.	
P4 Planned Routine Non-emergency and not routine. Work that falls outside of the usual time/cost scope of responsive repairs and need time to plan completion	60 Days

The risk categorisation is not fixed as a repair can worsen if left untreated and escalate from being low risk to high risk. This is a guideline to highlight the true severity of emergency repairs.

Timescales for completion of works will take into account and reflect the nature of the problem rather than solely on the nature or scale of the remedial works e.g., heating electrical repairs more urgent response in winter months.

It is recognised that in certain limited circumstances, fixed time limits (such as responding to repair timeframes set within Awaab’s Law) will not be possible for us to meet for reasons beyond our control, such as extreme weather events or critical incidents that cause business interruption. In such circumstances, Bromford will revert to its business continuity plans, aiming to provide service continuity whilst also ensuring the safety of our colleagues, however in extreme circumstances, Bromford may need to enact its critical incident plan which may result in a limited responsive repairs service whilst we recover from the incident and restore service to normal levels.

6.4 Vulnerability – Priorities and 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.

We have Vulnerable and Inclusive Services Policy and will change a priority when:

- There is a genuine need,
- Assistance cannot be provided by others,
- The issue would become worse if the standard response time was applied.

When considering possible adjustments to our standard services due to a 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.

We will ensure customers have fair access, which suits their individual needs, to our repairs service. This could include providing translations for community languages and additional support for customers who have difficulty reading and writing. 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, which can also be found on our website. [Sign in - Bromford](#)

An equality impact assessment has been completed and the outcome of the evaluation is that this policy has no significant impact on any group of customers who have a protected characteristic. The

likelihood and any impact felt by customers will continue to be assessed as part of the policy's schedules reviews, through customer advocacy and learning outcomes from complaints.

6.5 Chargeable repairs

Where it is identified that a repair is the customer's responsibility, the customer will be made aware. Bromford reserves the right to complete such repairs and recover the full cost of such work from the customer as per our chargeable repairs policy. Bromford considers damage to a property by a customer a breach of the occupancy agreement.

If damage is caused by criminal action, customers must report this to the police and obtain a crime reference number, so this can be provided to Bromford, and we can then carry out repairs needed.

6.6 Communal Repairs

Bromford will ensure communal areas are kept in reasonable repair and fit for use. Areas include general need blocks and independent living schemes. Responsive repairs to these areas are to be service charged back to customers, where applicable.

6.7 Right to Repair

In some cases, the Right to Repair may apply please refer to your own occupancy agreement.

Responsibilities

- **Board** has overall responsibility for this policy.
 - The **Audit and Risk Committee** is responsible for reviewing the policy, making recommendations to the Board, and maintaining oversight of risk management and internal control processes.
 - The **Chief Risk Officer** and the **Governance, Risk & Assurance (GRA)** Team are responsible for providing support in the preparation of this policy, oversight of its implementation, and maintenance of supporting risk management and internal control systems and processes.
 - **Executive and Functional Directors** are responsible for the day-to-day operation of the policy and ensuring it is adhered to. Including:
 - ✓ Monitoring budget expenditure
 - ✓ Adequately resourcing team to deliver the service
 - ✓ Ensure appropriate and suitable sub-contractor / supply chain to support service delivery
 - ✓ Appropriate processes, procedures and service delivery standards are in place to implement this policy
 - ✓ Seeking evidenced assurance that all regulatory and health and safety legislation relating to repairs and maintenance is being complied with
 - ✓ **Heads of Service** are responsible for daily operational management and delivery of the repairs service, ensuring adherence to:
 - a. All health and safety requirements, including use of PPE, CDM regs adherence and providing 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
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- b. That all colleagues are appropriately trained
 - c. Monitoring budget expenditure
 - d. Monitoring use of sub-contractors within budget
 - e. Providing performance updates in accordance with cadence of performance meetings

All **colleagues and sub-contractors** are responsible for acting in line with the principles of this policy and associated methodology, tools, and systems.

Bromford has a **contractor's code of conduct** that it expects all service providers to adhere to. This document outlines procedures and standards covering areas such as access to properties, standards on site, how service providers conduct themselves in customer's homes, protection of property, customer belongings, health and safety, etc.

Customer and landlord responsibilities

There are responsibilities placed both on Bromford and our customers. These are set out within occupancy agreements and form the legal "contract" between landlord and tenant. These responsibilities will also be visible to customers and employees via Bromford's website, through procedures and Repairs Training, including guidelines on how long repairs should take and revised timescales.

Bromford:

Bromford is responsible for maintaining the structure and exterior of a customer's home and communal areas.

Customer:

In accordance with our occupancy agreements, customers must:

- Keep the inside of their home clean and in good condition and keep gardens clean and tidy. This includes maintaining grass, plants, and tree branches within the property boundary so as not to cause nuisance to other customers.
- Undertake minor repairs and avoid anything which may result in blockages to pipes and drains (e.g., disposing of fat, oil, sanitary ware, nappies etc. down wastes)
- Be responsible for pest control, for instance, rats or mice inside the dwelling, wasp/bees' nests, and disinfestation.

Customers can access this link to our website which gives full details of the repairs they are responsible for: [Which repairs are my responsibility? | Bromford](#)

Leaseholder:

Leaseholder repair responsibilities are set out in their leases. Leaseholders are responsible for all internal repairs and maintenance. Bromford are responsible for the external structure such as the roof, gutters, outside drains, and outside walls. Leaseholders are responsible for the costs of repairs and maintenance and improvement undertaken by Bromford subject to s20 consultation requirements, where applicable.

Legislative or Regulatory Requirements

Bromford acknowledges and accepts its responsibilities for the provision, management, and delivery of repairs and maintenance and will comply with the relevant legislation and regulation requirements of the following:

- Social Housing (regulation) Act 2023
- Building Safety Act 2022
- The Homes (Fitness for Human Habitation) Act 2018
- Home Standard Construction (Design and Management) Regulations 2015
- Energy Act 2013
- Regulatory framework for social housing in England (April 2012).
- Control of Asbestos Regulations 2012
- Equality Act 2010
- Environmental Permitting Regulations 2010
- Decent Homes Standard 2010
- Corporate Manslaughter and Corporate Homicide Act 2007
- Work at Height Regulations 2005
- Regulatory Reform (Fire Safety) Order 2005
- Clean Neighbourhoods and Environment Act 2005
- Housing Health and Safety Rating System 2005 (HHSRS)
- Housing Act 2004
- Common hold and Leaseholder Reform Act 2002
- Management of Health and Safety at Work regulations 1999 (as amended)
- The Gas and Safety (Installations and Use) Regulations (GSIUR) 1998 as amended
- Party Wall Act 1996
- Secure Tenants of Local Authorities (Right to Repair Regulations) 1994
- Leasehold Reform, Housing and Urban Development Act 1993
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Environmental Protection Act 1990
- Landlord and Tenant Act 1985
- Electricity at Work Regulations Landlord and Tenant Act 1985
- Building Regulations Act 1984
- Health and Safety at Work Act 1974
- Defective Premises Act 1971
- Public Health Acts 1936 and 1961
- Occupier's Liability Act 1957
- Prevention of Damage by Pests Act 1949

Assurance Framework

Bromford has adopted the 'three lines of assurance' model. It is built upon Bromford's strong control culture and organisational delegation of responsibility. It is the responsibility of managerial and supervisory colleagues within business units who use the policy to ensure that the policy is communicated and effectively implemented, and to ensure colleagues are aware of their responsibilities. Adhering to policy and underpinning procedures ensures we continue to operate within our overall risk appetite as a business.

Monitoring and reporting:

Key performance indicators (KPIs), including customer advocacy, will be agreed and prescribed for the repairs service. Bromford's operational teams will regularly review the key performance targets, monitor performance and this policy's effectiveness using the following:

- ✓ Daily operational meeting
- ✓ Weekly performance monitoring meetings
- ✓ Fortnightly repairs task force (Executive oversight)
- ✓ Monthly Business Reviews

- ✓ Monthly oversight at Customer Forum
- ✓ Month end finance reviews
- ✓ Voice of customer insights
- ✓ Customer advocacy

Document Details

Printed paper copies of this Policy are **uncontrolled**. The current version will be available on the Portal.

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