

RESPONSIVE REPAIRS POLICY

Board / EG Approval	August 2025	Responsible Board	Ocean Housing Ltd
Next Review Date	August 2028	Responsible Executive	Managing Director of OHL

1.0 Introduction

- 1.1 Ocean Housing Ltd has responsibilities and obligations to maintain our tenants', leaseholders' shared owners' homes and the communal areas. The responsibilities are:
- To ensure that the housing stock is maintained to a safe, secure and habitable standard
 - To ensure that repairs are undertaken to agreed timescales, to an agreed standard of workmanship, that meet Ocean's approved Service Standards and the Regulatory requirements
 - To ensure that the service is accessible and responsive to users' needs and that repairs are undertaken at times which are convenient to them when possible
 - To do the job right first time and, where problems arise, ensure that these are rectified as soon as possible
 - To aim for the highest possible levels of tenant satisfaction with all aspects of the service including the standard of the completed repair

2.0 Legislation & Regulation

- 2.1 Ocean Housing recognise the need to comply with all relevant statutory and regulatory requirements, some of which are listed below. This list is not intended to be exhaustive.
- Occupiers Liability Act 1957
 - Defective Premises Act 1972
 - Housing Act 1985, 1988, 1996 and 2004
 - Landlord & Tenant Act 1985 (Section 11)
 - Environmental Protection Act 1990
 - Electrical Equipment (Safety) Regulations 1994
 - Gas Safety (Installations and Use) Regulations 1998
 - Decent Homes Standard 2006
 - Regulator of Social Housing's regulatory framework, 2015
 - Homes (Fitness for Human Habitation) Act 2018
 - Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
 - Fire Safety Act 2021
 - Fire Safety (England) Regulations 2022
 - Building Safety Act 2022
 - Equality Act 2010
 - Pre-Action Protocol for Housing Condition Claims (England)

- Social Housing (Regulation) Act 2023 (Awaab's Law 2025)

3.0 Repair Requests

- 3.1 Tenants, leaseholders shared owners, and licencees may report repair requests by any of the following means:
- a) By telephone or video calling services
 - b) In writing through the post
 - c) By e-mail
 - d) Via our Livechat service
 - e) Text messages
 - f) Via social media
 - g) Through the Ocean Housing website or the Ocean smartphone app
- 3.2 If the Customer Experience Advisor is unable to diagnose the repair, the tenant, leaseholder, shared owner or licensee may be asked, if possible, to send photos or a short video of the potential repair.
- 3.3 Outside normal working hours (8.30 am to 5.00 pm Mondays to Fridays except Bank Holidays), the emergency repairs phone line is directed to our out of hours call centre contract provider. The facility operates every day of the year offering 24-hour coverage for emergency repairs only. Emergency repairs are defined at 5.1 of this policy.
- 3.4 Appointments will be made at first point of contact where possible. The available appointment slots are as follows:
- 8:00am – 12:00pm
 - 9:30am – 2:30pm
 - 12:00pm – 4:30pm
 - All Day
- 3.5 If the appointment has been made with our internal resources, confirmation will be sent via SMS text message. The tenant will be notified by SMS text message of any changes or updates to the appointment. If the repair is allocated to an external contractor, they will contact the customer if access is required.

4.0 Repairs Policy

4.1 Responsibilities of Ocean Housing Ltd

- 4.2 We are responsible for all maintenance and repair work in tenants' homes, except for those items that are specifically the responsibility of tenants, leaseholders, or shared owners, as outlined in their tenancy agreement, licence, or lease. We are also responsible for all maintenance and repair work to blocks of flats and the shared services serving the flats within those blocks, except for those items that are specifically the responsibility of leaseholders, or shared owners, as outlined in their lease agreement.

4.3 **Pest Control** – Please refer to the Pest Policy for details of treatment work Ocean will undertake (to be published August 2025).

4.4 Where a repair, which is the responsibility of Ocean Housing, is required due to customer neglect or wilful damage, we reserve the right to make a recharge to the tenant, lessee or licensee.

5.0 Repair Priorities

5.1 **Emergency Priority** (24 hours) - If a repair attracts an emergency priority, the tenant will be advised that the job will be made safe within 24 hours, and we will return to complete the repair. If possible, we will complete on the same day. Examples of emergency repairs (generally those needed to avoid serious health or safety risks or serious structural damage and those needed to keep properties secure) include:

- a) Total loss of electrical power or water supply where these are in the control of us
- b) Unsafe power or lighting socket or electrical fitting
- c) Total or partial loss of gas supply
- d) Gas escapes (but these should be reported to Transco/Wales and West)
- e) Blocked flue to open fire or boiler
- f) Total loss of space heating or water heating between 1/11 and 30/4
- g) Blocked or leaking foul rain or soil stack or WC pan (where there is only one WC in the dwelling)
- h) Leaks from water or heating pipe, tank or system (where the leak cannot be contained and there is a health or safety risk or the potential for serious structural damage)
- i) Insecure external window, door or lock (including boarding up of damaged glazing)
- j) Storm, accident or flood damage to the structure and dangerous structures (but limited to making safe in the first instance with follow-on repairs attracting lower priorities)
- k) Extreme cases of damp & mould which constitute an 'Emergency' hazard and an immediate risk to health

All the emergency priority repairs fall within the scope of Awaab's Law and will be treated accordingly. Where priorities are amended to an emergency priority due to the vulnerability of the tenant or other significant circumstances, this will also be deemed to fall in scope.

5.2 **Urgent Priority** (5 working days) – If a repair attracts an urgent priority, the tenant will be advised that the job will be undertaken in the next 5 working days subject to material and resource availability. Wherever possible an appointment, at the tenant's convenience will be offered. If an emergency repair requires a follow-up repair, this will usually attract an urgent priority.

Examples of urgent repairs include:

- a) Partial loss of electrical power or water supply
- b) Total loss of space or water heating between 1/5 and 30/10
- c) Partial loss of space or water heating throughout the year
- d) Failure of WC flush (where there is only one WC in the dwelling)
- e) Taps which cannot be turned or faulty tap washer (High volume leaks)
- f) Leaks from water or heating pipe, tank or system (where the leak can be contained and does not present serious health or safety risks or serious structural damage)
- g) Loose or detached banister or handrail
- h) Rotten timber flooring or stair tread
- i) Running overflows
- j) Leaking roof
- k) Mechanical extractor fan in internal bathroom or kitchen not working
- l) Door entry phone not working

5.3 Standard Priority (20 working days) - If the repair is a standard priority the tenant will be advised that it will be completed in the next 20 working days. If the work requires the tenant to provide access, the tenant will be offered an appointment at the tenant's convenience for the work to be carried out. Examples of standard repairs include:

- a) Major repairs to/ replacement of tiled surround, hearths, repairs to solid fuel heating appliances/ stores
- b) Airlocks in radiators
- c) Repairs to doors, windows, cupboard, shelving, worktops and general carpenter repairs
- d) Replacement of window glass where the damage was caused by break-in or vandalism by a third party (evidenced by a police crime number) , or blown glass.
- e) Renewal of doors/ windows (where not being undertaken on a programmed basis)
- f) Minor repairs to house, outhouse, or garage roof
- g) Repairs to floors
- h) Repairs or renewals of guttering and drainpipes (where not being undertaken on a programmed basis)
- i) Renewal of sanitary ware and external plumbing goods (where not being undertaken on a programmed basis)
- j) Repairs to paths, fences, garden walls (major repairs and replacements will be referred to a planned programmed)
- k) Repairs in internal walls/ ceilings (other than minor repairs which are the tenants' responsibility)
- l) Repairs to external rendering, painting and brickwork
- m) Repairs to remedy water penetration and rising damp
- n) Major condensation dampness (where this is beyond the tenants' reasonable scope to tackle)
- o) Repairs to communal washing lines

5.4 Non-Standard Repair (40 working days) - If a repair is non-standard and requires work that falls beyond the standard priority target of 20 days, as additional time is necessary to fully procure/complete the repair, this work will be classified as a 'Non-

Standard' repair. All work classified as non-standard will be made safe, and where possible remain useable by the tenant.

Examples of a 'Non-Standard' repair will include, (this list is not exhaustive):

- Works that require formal external procurement as per Ocean's Procurement Strategy
- Specialist parts that must be ordered, such as, non-standard windows, external doors or drainage works
- Specialist professional surveys and tender of works thereafter

5.5 In such cases the tenant will be kept informed of the indicative date for completing the works.

5.6 Ocean Housing reserve the right to refer repairs to planned programmes to ensure consistent quality and improved Value for Money.

5.7 Complex defects that require specialist input may be referred to a project team when appropriate which will require a bespoke timetable.

5.8 **Service Standard Impact**

5.9 When an unforeseen major event, natural disaster or crisis situation occurs, for example severe weather storms or pandemics, it may be necessary to suspend delivery of service standards. This could be due to an unprecedented number of repair requests in a short period of time, or other external factors impacting on service delivery, such as a chronic shortage of materials or fuel. In these circumstances, where the repair is an emergency, it will be made safe as soon as practicable and usually within 24 hours.

5.10 A decision to suspend Service Standards will be made by the Managing Director of OHL. If a decision to suspend service standards is approved, this will be reported to Executive Group. OHL Board and Together with Ocean will be advised of this decision for information. Wider communication will take place through updates on the website and tenants specifically affected will be updated and provide with an indication of waiting times.

5.11 In such circumstances, a backlog of repair work is usually generated. The backlog will be managed by raising repair orders and holding them in a suspense account and appointing work as soon as practicable. The level of backlog repairs and waiting times will be reported to Executive Group, OHL Board and Together with Ocean. Internal and external resources will be directed at addressing the situation and bringing the service back to adopted service standards as soon as practicable.

6.0 **Responsibilities of Tenant**

6.1 Tenants will report to us promptly any disrepair or defect for which we are responsible for in the property and any common parts. Tenants will be responsible for repairs and replacement to tenants' fittings and appliances and the following other repairs:

- a) Internal decorations
- b) Adjusting or replacing doors where carpets are fitted or removed
- c) Blocked sink, bath or basin
- d) Repairs/ replacements required arising from tenants' aeralis and wiring
- e) Repairs/ replacements arising from telephone installations (A Tenancy Improvement Request seeking permission much first be submitted).
- f) Replacement of fuses and the resetting of trip switches on consumer units
- g) Replacement of light bulbs inside the curtilage of the dwelling
- h) Adjustment of room thermostats
- i) Replacement of sink, bath and wash hand basin plugs and chains
- j) Replacement of broken or cracked glass in windows and doors (except where damage has been caused by a third party, vandalism or break-in) – supported by a crime ref number.
- k) Replacement of internal and external doors and window keys
- l) Providing refuse storage bins
- m) Maintenance of timber garden sheds
- n) Clearance of blocked gullies
- o) Repair/ replacement of washing lines and posts (excluding sheltered tenant)
- p) Chimney sweeping
- q) Lockable medicine cabinets
- r) Recycling bins

6.2 Where a tenant requests a repair falling within this category, they will be advised that a repair will not be ordered and that it is their responsibility to undertake the work.

6.3 **Repair recharges**

We may recharge tenants for the cost of repairs as detailed in the Income Recovery Policy.

7.0 **Carrying Out Repairs Works**

7.1 All persons carrying out repair works, whether they be our employees or private contractors, must carry and show proof of identity to the tenant when they call and are required to be polite and helpful, are required to take steps to protect the tenants' belongings and to clean up afterwards including removing all rubbish.

7.2 All approved Method Statements and Risk Assessments will be followed.

7.3 If access cannot be gained to carry out the repair then the No Access Procedure will be applied. The procedure includes the ability to cancel the repair if appropriate depending on the nature of the work required. Repairs that form a Health & Safety risk will not be cancelled.

7.4 If a repair requires parts that must be ordered or the repair develops into more extensive works i.e., non-standard works, the original target times will be varied. In such cases the tenant will be kept informed of the indicative date for completing the job.

7.5 The inspection may be carried out by the operative carrying out the repair.

8.0 Post Inspection of Repairs

8.1 Post inspections will be carried out on completed jobs to monitor and assess the quality of Ocean Housing's repair service.

8.2 All completed jobs will be subject to desktop review to give assurance that the service request has been met. Where the service request has not been fulfilled, appropriate action will be taken to revisit and complete the necessary outstanding work.

8.3 Site-based post inspections will be completed based on the following criteria:

- 100% of jobs with an agreed cost threshold, which will be reviewed quarterly
- 5% autogenerated sample of on-site post inspections
- Where tenants have expressed dissatisfaction with the quality of the repair

8.4 All unsatisfactory work will be rectified as soon as possible at the tenants' convenience.

9.0 Monitoring Tenant Satisfaction

9.1 Tenant satisfaction with the Responsive Repairs Service will be continually monitored to ensure the delivery of the high standard of service expected by tenants.

9.2 This is monitored through the Tenant Satisfaction Measures as follows:

- TP02: Satisfaction with repairs
- TP03: Satisfaction with time taken to complete most recent repair
- TP04: Home well maintained

10.0 Performance Target Monitoring

10.1 We will report our repairs performance to Board and the Together with Ocean (TWO) panel on a quarterly basis.

10.2 These will align with the Tenant Satisfaction Measures as follows:

- RP02 (A): Non emergency repairs completed on time
- RP02 (B): Emergency responsive repairs completed on time

10.3 Specific performance targets for each indicator are set by Board each year. This will include:

- Repairs completed right first time

11.0 Equality, Diversity and Inclusion

- 11.1 Ocean Housing is committed to delivering a repairs service that is inclusive, responsive, and tailored to the diverse needs of our tenants. To support this commitment, we are introducing an Essential Tenant Data survey. This survey will collect information about tenants' demographic backgrounds, vulnerabilities, and any reasonable adjustments they may require. All data will be stored securely and used to adapt our services where it is reasonable and practicable to do so.
- 11.2 We will consider individual needs when planning and delivering repairs. This may include making reasonable adjustments such as:
- **Priority access to heating and hot water repairs** for tenants with specific health or wellbeing needs
 - **Translation services** for tenants who do not speak English as a first language
 - **Alternative formats for publications**, such as large print, audio, or braille, to support tenants with accessibility needs
- 11.3 We will continue to engage with all tenants to better understand their individual circumstances and how these may affect their experience of our services. This ongoing engagement helps us to identify barriers and make informed decisions about how we deliver repairs in a fair and accessible way.
- 11.4 Further information on how we identify and implement reasonable adjustments can be found in our Reasonable Adjustments Policy.