

Responsive Repairs Policy

This policy sets out Bromford Flagship LiveWest's approach to responsive repairs, in support of delivering safe, fair and responsive services to our customers. It is underpinned by legal duties, regulatory expectations, and a commitment to fairness, accountability, and transparency.

Department	Customer Experience
Policy owner	Director of Service Delivery
Approved date	December 2025
Date for review	March 2028
Approving body	Customer SLT
Associated legislation/regulation	- Safety and Quality Standard (RSH, 2024) - Decent Homes Standard - Landlord and Tenant Act 1985 - Homes (Fitness for Human Habitation) Act 2018 - Secure Tenants of Local Authorities (Right to Repair) Regulations 1994 - Health and Safety at Work etc. Act 1974 - Housing Health and Safety Rating System (HHSRS) - Leasehold Reform Act 2024 - Construction (Design and Management) Regulations 2015 - Building Safety Act 2022 - Equality Act 2010 - Regulatory Reform (Fire Safety) Order 2005 - Other relevant legislation listed in supporting documents - Right to repair inc sec 11 & 82 - Control of Asbestos Regulations - Work at Height Regulations - Awaab's Law
Legal advice from	Internal Legal Team
Equality impact assessment date	October 2025
Version number	1.1
Publication status	Internal intranet and customer website

Purpose/principles

This policy sets out how Bromford Flagship provides an effective, accessible, and high-quality responsive repairs service. It supports the Safety and Quality Standard under the 2024 Consumer Standards and ensures our homes are safe, well maintained, and meet the Decent Homes Standard.

We are committed to delivering a right-first-time approach, using customer insight, efficient scheduling, and clear responsibilities to drive continuous improvement and excellent customer experience.

We will make repairs easy to report, keep you informed of progress, and ensure your home is safe, warm, and well maintained.

Scope

This policy applies to all responsive repairs delivered across Bromford and Flagship. It includes:

- general needs, supported, and specialist housing
- leasehold and shared ownership properties (for relevant repairs)
- garages and communal areas where Bromford or Flagship are responsible
- all colleagues, contractors, and customers involved in the reporting, planning, or delivery of repairs

This policy does not cover:

- planned or cyclical works
- void works
- disabled adaptations - see separate Aids and Adaptations Policy
- aids and adaptations delivered through separate programmes

Roles/responsibilities

Board/Committees provide oversight and assurance that the policy aligns with strategic priorities, customer outcomes, and regulatory requirements.

Executive Leadership Team/Directors are accountable for ensuring the policy is implemented consistently across their areas of responsibility and that compliance is maintained.

Heads of Service/Service Leads are responsible for embedding the policy within their service areas, ensuring colleagues are aware of and follow the requirements, and providing assurance on compliance.

Customer-facing colleagues are responsible for applying the policy in day-to-day service delivery, supporting customers, and taking action or escalating issues in line with procedures.

All colleagues are expected to understand the policy as it relates to their role, complete any required training, and seek support where clarification is needed.

Policy content

Reporting a repair

Customers can report repairs in different ways to suit their needs. The main reporting channels are:

- online via the customer portal or website
- by telephone (Monday to Friday, 8am to 6pm)
- via out-of-hours emergency service (same number)

We will also provide additional support to ensure everyone can access the service:

- translations and accessibility support for customers with communication or literacy needs
- reasonable adjustments based on vulnerability, disability, or other needs - ensuring vulnerability is relevant to the repair and an appropriate priority is offered
- we will always confirm whether your repair is classed as emergency, urgent, or routine, and explain what that means for you.

Appointments

Repairs are completed by appointment, and we aim to make this as flexible and convenient as possible. This means:

- appointments will be communicated by text, call, or email
- appointments may be arranged within standard working hours (8am to 5pm, Monday to Friday)
- we offer flexibility where possible, including morning, afternoon, all-day, and "avoid school run" options
- where follow-on work is required, a second appointment will be scheduled before the operative leaves, where possible
- if we need to cancel or reschedule, we will give you at least 24 hours' notice wherever possible

Repair categories and timescales

Repairs are grouped into categories, each with a clear timescale. These ensure transparency and alignment across Bromford and Flagship. A single harmonised standard will be introduced by 2026. Until then, customers may see some local variation depending on where they live.

Category	Description	Bromford Timescale	Flagship Timescale
Emergency	Immediate danger to person or major damage to property	Attend/make safe within 24 hrs	Attend/make safe within 24 hrs
Urgent	Prevent further damage or risk to safety (non-life-threatening)	Within 5 working days	Within 3 Working days
Routine	No immediate danger; does not worsen if delayed	Within 20 working days	Within 28 calendar days
Complex/Specialist	Specialist works or repairs requiring external trades or parts	Within 90 days	Within 90 calendar days
Discretionary	Vulnerable tenants / young children / safeguarding – discretionary fast response	Informal prioritisation	Formal commitment to same-day triage

Awaab's Law – damp and mould repairs

We are legally required to meet strict timescales for damp and mould repairs under Awaab's Law. These are:

Making the property safe

Where an investigation finds a significant or emergency hazard, we will take immediate action (using temporary measures if necessary) to make the home safe, within 5 working days of the investigation concluding.

Supplementary and preventative works

Where further remedial or preventative action is needed to stop the hazard recurring (for example, improving ventilation), we will begin these works within 5 working days of the investigation concluding.

Further works

Any additional works identified to fully resolve the issue will also be carried out within the required legal timeframes.

We will ensure homes remain safe and in good condition between the completion of safety works and supplementary or preventative works. Tenants will never be expected to carry out works themselves. Timescales begin the day after the investigation concludes. Full detail is set out in our Damp and Mould Policy and Procedure.

Types of repairs

We manage a wide range of repair types. These include:

Responsive repairs: Reactive works to maintain safety, usability, or repair faults

Complex responsive: Scaffolding, plastering, window replacement, External works, groundworks, component renewals etc. repairs that need specialist trades, equipment, or parts, which may take longer to complete.

Communal repairs: Lighting, door entry systems, lifts, etc.

Repairs in new homes: Covered by warranty/defect liability for 12 months from build completion

Leaseholder/shared ownership repairs: As per lease – typically internal repairs are customer responsibility; landlord responsible for structure, external fabric, and communal areas We will always explain clearly which repairs are our responsibility and which are yours.

Chargeable repairs: When damage is caused by resident neglect or action; recovered under the Chargeable Repairs Policy

Repairs after crime: Not chargeable if a police crime reference number is provided

Structural issues: Major structural defects such as subsidence, heave, or settlement are not classed as responsive repairs. These are managed through planned works, structural surveys, or insurance processes. We will keep customers informed if their home is affected.

Customer engagement

We are committed to co-designing and continuously improving services with customers. Engagement activities include:

- reviewing satisfaction data
- redesigning services and service standards
- testing new appointment models or triage flows

We will measure and share customer satisfaction through:

- transactional feedback surveys
- the Voice of the Customer report (quarterly)
- insight from complaints, service calls, and social media
- You Said, We Did updates to show how feedback has shaped the service

Health and safety

All responsive repairs will be delivered in line with our statutory duties and internal controls. This includes:

- the Health and Safety at Work etc. Act 1974
- fire safety, asbestos, gas, electrical, and water hygiene compliance frameworks
- our internal Health and Safety Policy and associated procedures

Key controls include:

- two-tier assurance checks (first and second line)
- contractor compliance with our Code of Conduct
- specialist technical oversight from our Health and Safety Team
- compliance with Awaab's Law – timely investigation and repair of damp and mould hazards.

Our commitments

We are committed to providing a safe, reliable, and accessible repairs service. This means we will:

- make it easy for you to report a repair in the way that works best for you, with translation and accessibility support where needed
- confirm clearly whether your repair is emergency, urgent, or routine, and explain what that means for timescales and action
- offer appointments that are convenient and flexible, giving you clear notice if we need to change them
- prioritise repairs fairly, taking into account safety, vulnerability, and statutory duties such as Awaab's Law
- be clear about which repairs are our responsibility and which are yours, so you always know where you stand
- keep you informed at every stage, including scheduling follow-on works where needed
- listen to your feedback and publish You Said, We Did updates to show how we are learning and improving.
- deliver all repairs safely, in line with legal and regulatory requirements, and only use contractors who meet our Code of Conduct

EIA statement

An Equality Impact Assessment (EIA) has been completed for this policy. The EIA ensures that the policy is fair, inclusive, and does not negatively impact any protected groups under the Equality Act 2010. The outcomes of the assessment will be monitored, and actions taken where needed to promote equity.

We recognise that we may not have identified all adverse impacts on one or more protected characteristics. We welcome any feedback on, or examples of, things that we may have overlooked so that we can continuously improve our policy.

Training statement

This policy will be trained out to all relevant colleagues and contractors via:

- corporate induction
- annual mandatory compliance training

- toolbox talks
- refresher briefings where there are system/process updates
- specialist training on damp, mould, and condensation will be mandatory for all relevant colleagues and contractors

Measuring effectiveness

Key performance indicators include:

- customer satisfaction (TSM TP02, TP04)
- first-time fix rate
- live repairs / ageing jobs
- repair completion times against targets
- budget and spend tracking
- complaint volumes and outcomes

Governance mechanisms:

- daily operational reviews
- weekly and monthly service performance meetings
- Executive and Board-level performance reports
- benchmarking through HouseMark
- internal audit and customer scrutiny
- we will publish performance results on repair times and satisfaction through the Tenant Satisfaction Measures (TSMs)

Review period

This policy will be formally reviewed every three years. Earlier review may take place if required by changes in legislation, regulation, organisational priorities, or following feedback from colleagues, customers, or stakeholders. Any updates will be approved through the appropriate governance route.

Approval

This policy was approved by Customer SLT and is applicable to:

- Bromford Housing Association Ltd (operating as Bromford)
- Bromford Home Ownership Ltd (operating as Bromford)
- Merlin Housing Society Ltd (operating as Bromford)
- Flagship Housing Limited (operating as Flagship)

Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all the above.

Supporting documents

This policy is supported by:

- Responsive Repairs Procedure
- Responsive Repairs Customer Service Standards
- Equality Impact Assessment
- Adult Safeguarding Policy
- ASB Policy
- Children Safeguarding Policy
- Complaints Policy
- Compliance Policies
- Domestic Abuse Policy
- Hate Crime Policy
- Health & Safety Policy
- Vulnerability, Inclusive Services & Reasonable Adjustments Policy

Version control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	<i>First integrated policy (Bromford + Flagship)</i>	Customer SLT	16 December 2025
1.1	Updated template (including the logos on titlepage footer and wording in approval section)	n/a	6 August 2026