

Policy Title	Repairs Policy
Summary	The policy covers all aspects of day-to-day maintenance repairs in customers' homes.
Scope	To ensure that MSV provides all customers with a customer focused, efficient and value driven responsive repairs service. The policy applies to all MSV customers and employees who effect the delivery of the service
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Contents page

1. Introduction/Policy Purpose	3
2. Scope.....	3
3. Definitions	4
4. Roles & Responsibilities	5
5. Monitoring, Review & Evaluation.....	6
6. Related Documents.....	6
7. Version History.....	7
8. Delivering the Policy/Procedure	7
9. Appendices	15

1. Introduction/Policy Purpose

- 1.1 This Repairs Policy sets out how MSV delivers its responsive repairs service to customers living in MSV-owned and managed homes. It defines the scope of day-to-day repairs and outlines our approach to delivering a high-quality, accessible, and timely service. Our aim is to ensure that all customers live in homes that are safe, well-maintained, and fit for purpose, and that they feel listened to and supported when repairs are needed.
- 1.2 The policy is underpinned by a commitment to delivering a customer-focused service that is efficient, equitable, and provides value for money (VfM). We prioritise resident safety, satisfaction, and wellbeing, with particular attention to timely responses to health-related hazards. This includes a person-centred approach that considers individual vulnerabilities when assessing and responding to repair needs.
- 1.3 This policy supports the regulatory requirements set by the Regulator of Social Housing (RSH) and aligns with the Homes Standard. It also reflects the legal obligations introduced under Awaab's Law, which come into force on 27 October 2025. These include mandatory timeframes for investigating and resolving hazards such as emergency repairs and damp and mould:
 - Emergency hazards must be investigated and made safe within 24 hours.
 - Significant hazards must be investigated within 10 working days, with remedial works commencing within 5 working days of investigation, or within 12 weeks where justified.
 - Customers must receive a written summary of findings within 3 working days of investigation.
 - Where repairs cannot be completed within the required timeframe, alternative accommodation must be provided.

These requirements are now legally implied into all social housing tenancy agreements and will be extended to cover additional hazards in future phases of the legislation.

2. Scope

- 2.1 This Repairs Policy outlines how MSV delivers its repairs service to all customers living in MSV-owned or managed homes. The scope includes repairs carried out by our in-house maintenance team and any associated specialist sub-contractors. In line with the requirements of Awaab's Law, and in anticipation of its phased expansion, this policy adopts a hazard-based approach that considers all potential risks to health and safety, not just those currently classified as Category 1 under the Housing Health and Safety Rating System (HHSRS).
- 2.2 The aims of the repairs policy are detailed below:
 - Achieve high standards of customer care in service delivery.
 - Ensure vulnerable customers get a service which is suitable for their needs.
 - Ensure all MSV homes are kept to a high standard and that our customers live in safety, comfort and warmth.
 - Be open with customers and listen to them through customer feedback and involvement.

- Meet the standards set out in our tenancy agreements.
- To achieve VfM in the delivery of the repairs service.

2.3 This Policy applies to responsive repairs and maintenance for all MSV-owned or managed homes, including leasehold properties (as detailed within individual lease agreements). It ensures that all customers, regardless of tenure or vulnerability, benefit from a safe and responsive repairs service that meets both current and emerging legal and regulatory standards.

3. Definitions

- **Emergency Repair** – A repair that requires immediate attention due to a risk to health, safety, or serious damage to the property. Examples include total loss of water or electricity, unsafe electrical fittings, or a blocked main drain. Emergency repairs are completed within 24 hours.
- **Routine Repair** – A non-urgent repair that does not pose an immediate risk to health or safety. Examples include minor joinery, plumbing, or internal fittings. MSV aims to complete all routine repairs within 21 calendar days, aligning with the maximum timeframe for starting works under Awaab's Law. This approach ensures consistency and provides a safeguard in cases where a repair may later be identified as a potential hazard.
- **Major Repair** – A substantial repair required to maintain the safety, habitability, or structural integrity of a home. These may arise from initial inspections, make-safe actions, or standalone reports. Examples include structural repairs, extensive internal reinstatement, or component replacement. Major Repairs are scheduled within 60 calendar days and are distinct from planned investment works.
- **Planned Repairs** – Repairs that involve the replacement of components or systems as part of a planned investment programme, such as kitchen or bathroom replacements. These are scheduled based on asset condition and lifecycle data.
- **Hazard** – Any risk to the health, safety, or wellbeing of occupants within a home. Hazards may include, but are not limited to, damp and mould, excess cold, fire risk, carbon monoxide, structural instability, or trip hazards. Hazards are categorized as those set out in the Housing Health and Safety Rating System (HHSRS).
- **Significant Hazard** – A hazard that may not meet the HHSRS Category 1 threshold but poses a serious risk to health or safety, particularly when exacerbated by customer vulnerability (e.g. age, disability, chronic illness). Under Awaab's Law, these must be investigated within 10 working days and acted upon within 5 working days of investigation.
- **Vulnerability** – Any condition or circumstance that increases a customer's susceptibility to harm from a hazard. This includes physical or mental health conditions, age (young children or older adults), disability, or other social or medical factors. Vulnerability must be considered when assessing the severity and urgency of a repair.
- **Make Safe** – The process of taking immediate action to remove or reduce

a hazard to an acceptable level, pending a full repair. This may include isolating a faulty system, boarding up a broken window, or providing temporary heating.

- Responsive Repairs – Day-to-day maintenance work carried out in response to a customer report. This includes internal, external, and communal area repairs that keep the home in a safe and habitable condition.
- Right to Repair – A legal right under the Right to Repair Regulations 1994 for certain small, urgent repairs to be completed within a specified timeframe. If not completed, customers may be entitled to compensation or to arrange the repair themselves.
- Decant – The temporary relocation of a customer from their home to alternative accommodation while essential repairs or works are carried out, in line with MSV's Decant Policy.
- Customer-Centred Approach – A service delivery model that prioritises the needs, preferences, and vulnerabilities of individual customers, ensuring that repairs are triaged and delivered in a way that supports safety, dignity, and wellbeing.

4. Roles & Responsibilities

- 4.1 The Executive Director of Homes - holds strategic accountability for the delivery of safe, high-quality homes and ensures that the repairs service aligns with MSV's wider housing, compliance, and regulatory objectives.
- 4.2 The Director of Asset Operations - provides strategic oversight and assurance for the repairs service, ensuring it delivers value for money, complies with legal and regulatory requirements (including Awaab's Law), and meets customer expectations. Responsible for reporting performance to the Executive Director of Homes, Executive Team, Customer & Communities Committee, and MSV Board.
- 4.3 Head of Property Care - has operational responsibility for the day-to-day delivery of the repairs service, including management of the in-house maintenance team, specialist contractors, and the Repairs Planning Team. Ensures that repairs are triaged, prioritised, and completed in line with policy standards, customer needs, and statutory timeframes. Leads service improvement and ensures compliance with Awaab's Law and other relevant legislation.
- 4.4 Area Repairs Managers and Field Operatives - deliver the repairs service on the ground, ensuring that all works are completed to a high standard, within agreed timescales, and with clear communication to customers. Responsible for identifying and escalating potential hazards, applying a person-centred approach, and ensuring customer safety and satisfaction.
- 4.5 Repair Planning Team - responsible for scheduling and coordinating repair appointments, ensuring that resources are allocated efficiently and that repairs are delivered within agreed timeframes.
- 4.6 Customer Contact Team – Acts as the first point of contact for customers reporting repairs or seeking updates on repairs already underway. The team is responsible for logging repair requests accurately, providing initial guidance, and ensuring queries are directed to the appropriate operational teams. They play a vital role in maintaining clear communication with

customers and supporting a responsive, person-centred service.

- 4.7 All MSV colleagues - regardless of role or department, all MSV staff have a responsibility to adopt an “eyes wide open” approach to identifying and reporting potential hazards in customers’ homes. Under Awaab’s Law, MSV is considered to be on notice from the moment any staff member becomes aware of an issue — whether through direct observation, customer contact, or third-party referral. Colleagues must report concerns promptly through the appropriate internal channels to ensure timely investigation and resolution. This collective responsibility is essential to maintaining safe homes and protecting customer wellbeing.

5. Monitoring, Review & Evaluation

- 5.1 The repairs service is monitored against a range of key performance indicators (KPIs), including those required by the Regulator of Social Housing (RSH) and those aligned with MSV’s internal standards and strategic priorities. Performance is reported to the Executive Director of Homes, Executive Team, Customer & Communities Committee, and MSV Board via the Director of Asset Operations, who provides assurance on service delivery and compliance.

Key measures include:

- Emergency repairs completed within the 24-hour target.
- Routine repairs completed within the revised 21-day target, aligning with Awaab’s Law timeframes.
- Jobs completed right first time.
- Average repair cost per job.
- Customer satisfaction, including complaints, compliments, and feedback.
- Compliance with Awaab’s Law, including timeframes for investigation, communication, and commencement of remedial works (where applicable).

- 5.2 Customers are at the heart of the repairs service. The quality of our service is assessed through Tenant Satisfaction Measures (TSMs), as required by the RSH. These results are published and made available to customers to ensure transparency and accountability.

- 5.3 We monitor customer satisfaction through feedback channels including complaints, compliments, and customer satisfaction surveys. This feedback is used to inform service improvements and shape our delivery model. Customers who have queries or concerns about a repair can contact the Customer Contact Team, who act as the first point of contact and will ensure the issue is directed to the appropriate team for resolution.

6. Related Documents

The following strategies and policies support the effective delivery of the repairs service and ensure alignment with legal, regulatory, and customer service standards:

- **Asset Management Strategy** – Guides long-term investment and maintenance planning across MSV’s housing stock.
- **Equality & Inclusion Strategy** – Ensures fair and inclusive access to services, including consideration of customer vulnerability in repairs delivery.

- **Customer Own Improvement Policy** – Sets out the process for customers wishing to make alterations to their home.
- **Complaints Policy** – Provides a framework for handling customer complaints and using feedback to improve services.
- **Gas Safety Policy** – Outlines MSV’s approach to maintaining gas safety in all properties.
- **Electrical Safety Policy** – Details responsibilities and procedures for ensuring electrical safety.
- **Decant Policy** – Covers temporary relocation of customers where major repairs or safety concerns require it.
- **Adaptations Policy** – Supports the delivery of minor and major adaptations to meet individual customer needs.
- **Recharge Policy** – Explains when and how customers may be recharged for repairs or damage.
- **Awaab’s Law Compliance Framework**– Internal guidance or process documentation outlining how MSV meets the requirements of Awaab’s Law.
- **Homes Standard (Regulator of Social Housing)** – Sets out the regulatory expectations for repairs, maintenance, and the condition of homes.
- **Awaab’s Law: Draft Guidance for Social Landlords** - Published by the Ministry of Housing, Communities and Local Government, this guidance outlines the legal obligations under the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025. It includes timeframes for hazard investigation and repair, examples of how the law applies in practice, and expectations for communication and tenant-centred risk assessment.

7. Version History

- 7.1 Detailed below are the iterations of the document and the reason for change. This will be updated through the review and consultation process.

Version	Date	Description/Summary	Status	Author
V1.0	Nov 23	Draft update Nov 23	Draft	JC
V1.1	Jan 24	Updated post internal consultation/review	Final	JC
V1.2	Feb 24	Final Approved Version	Approved	JC
V1.3	Sept 25	Updated to reflect Awaab’s Law requirements	Draft	GE
V1.4		Final Approved Updated Version		

8. Delivering the Policy/Procedure

- 8.1 **Responsive Repairs** - are day-to-day maintenance tasks carried out following a request from a customer. These repairs help maintain the safety, functionality, and condition of MSV homes between planned investment cycles. Responsive repairs may include internal works, external works, or repairs to communal areas. For example, repairing a kitchen drawer would be considered responsive, whereas replacing the entire kitchen would fall under planned works.
- 8.2 **Responsibilities** - MSV is responsible for the majority of repairs within our homes, as outlined in tenancy agreements. Customers also have a responsibility to maintain their homes and report issues promptly. In some cases, customers may receive an enhanced repairs service based on their individual needs or vulnerabilities. Where applicable, this will be detailed in their tenancy agreement, including how to access support.

8.3 Reporting a repair - Customers can report repairs through a range of accessible channels:

- Over the phone
- Online Portal
- Email
- Letter
- In person, during home visits or neighbourhood engagement

8.4 Repairs Standard

We are committed to delivering a responsive repairs service that is timely, customer-focused, and safe. Our service standards include:

- Confirming an appointment with the customer at a convenient time.
- Aiming to complete the repair in one visit or clearly explaining next steps if further work is needed.
- Prioritising urgency based on both the customer's needs and the risk to the property and agreeing this with the customer.
- Attending emergency repairs to make safe within 24 hours.
- Telephone ahead of a repair visit to confirm access.
- Informing the customer once the repair is completed and allowing them to confirm it has been completed to a satisfactory standard.
- Communicating clearly with customers throughout the process — from reporting to completion.

8.5 Repair Categories and Response Times

We monitor our performance across three key repair categories:

Emergency Repairs (Awwab's Law) - These are repairs that pose an immediate and significant risk to health, safety, or property. Examples include:

- Total loss of water or electricity
- Unsafe electrical fittings (excluding customer-owned items)
- Blocked main drains backing up into the property
- Insecure doors or windows
- Heating or hot water loss for vulnerable customers
- Out-of-service passenger lifts or warden call systems

We aim to attend and make safe within 24 hours of customer contact.

Significant Hazard Repairs (Awwab's Law) - These are repairs where the issue may not be immediately life-threatening but poses a serious risk to health or safety, especially where customer vulnerability increases the impact. Examples may include:

- Damp and mould
- Excess cold
- Structural issues
- Fire safety concerns
- Rodent infestation
- Trip hazards exacerbated by vulnerability

In line with Awaab's Law, we will:

- Investigate within 10 working days
- Provide a written summary of findings within 3 working days
- Commence remedial works within 5 working days of investigation, or within 12 weeks where justified
- Offer alternative accommodation where necessary

Routine Repairs - These are non-urgent repairs that do not pose a significant health or safety risk. Examples include:

- Minor plumbing or joinery repairs
- Faulty internal fittings
- Easing of external doors and windows, replacement handles and faulty mechanisms.
- Repairs to kitchen fittings e.g., cupboard doors, drawers, worktops and handles.
- Partial loss of electrical power where the fault is inside the home.
- Partial loss of water supply where the fault is inside the home or boundary.
- Blocked sink, bath, toilet, or basin that a customer has been unable to unblock themselves.
- Repairs to leaking gutters and downpipes.

MSV aims to complete all routine repairs within 21 calendar days, ensuring consistency with Awaab's Law timeframes.

Major Repairs – These are substantial works required to restore or maintain the safety and functionality of a home. They may be identified during inspections, follow-on from make-safe actions, or arise independently. Examples include:

- Structural repairs (e.g. flooring, walls, roofing)
- Full reinstatement following water or fire damage
- Replacement of key components (e.g. heating systems, windows)

MSV aims to complete Major Repairs within **60 calendar days**, ensuring:

- Clear communication of scope and timescales
- Interim safety measures where needed
- Coordination of multi-trade resources

8.6 Follow-on Works

In some cases, additional repairs may be required to fully resolve an issue after the initial visit. Where this is the case, we will arrange follow-on works with the customer as soon as possible, at a time that suits them. We will clearly explain what further work is needed and keep the customer informed throughout.

In exceptional circumstances — such as severe weather, access issues, or safety concerns — it may be necessary to extend the timeframe for completing emergency or significant hazard repairs. Where this occurs, we will communicate the reasons to the customer promptly and agree a revised timescale, ensuring that any immediate risks are made safe in the meantime.

8.7 Out of Hours Repairs

For repairs reported outside of normal working hours, we will attend emergency repairs

within 3 hours. Our aim is to fully rectify the issue where possible; however, it may sometimes be necessary to make the situation safe and return during normal working hours to complete a full repair. Customers will be kept informed of the next steps and expected timescales but it may be necessary to only make safe pending a full repair during the next working day.

8.8 Damp and Mould

We recognise that damp and mould can pose serious risks to health and wellbeing, particularly for vulnerable customers. In line with Awaab's Law, we treat all reports of damp and mould as a priority and respond in accordance with the legal timeframes for hazard investigation and resolution.

We follow a dedicated damp and mould process to ensure consistent and timely action. This may include minor repairs, major works, or referrals to other support services. We also provide customers with guidance, advice, and practical support to help manage and prevent damp and mould in their homes.

MSV has a dedicated team responsible for managing damp and mould enquiries and ensuring compliance with both internal standards and legal obligations in line with Awaab's Law and our Damp and Mould Policy.

8.9 Major or Planned Repairs

In some cases, replacing rather than repairing is the most effective solution. When this happens, a responsive repair may be reclassified as major works or added to our planned investment programme. These works may be carried out immediately or scheduled as part of future cyclical programmes, depending on urgency, asset condition, and available resources.

We will clearly communicate with the customer about:

- The nature of the works required.
- Whether the repair will be completed immediately or scheduled as part of planned works.
- Expected timescales and any access requirements.
- Any temporary arrangements or support needed during the works.

This approach ensures that homes are maintained to a high standard while delivering value for money and aligning with MSV's Asset Management Strategy.

8.10 Inspections

We may carry out inspections to assess reported repairs and determine the most appropriate course of action. Inspections may be required in the following circumstances:

- Where a reported repair is not an immediate risk but causes significant inconvenience or could lead to damage to the building.
- When there are structural issues, fire or flood damage, or a health and safety concern that is not classed as an emergency.
- When a routine repair has been completed but further major works are identified.
- If more information is needed to plan a job, order parts, or determine the best way to carry out the repair.

We may also carry out **post-inspections** to:

- Check the quality of completed works.
- Respond to customer feedback.
- Ensure repairs meet our standards and expectations.

Where a reported issue may pose a risk to health and falls under the scope of Awaab's Law, we will investigate within 10 working days of becoming aware of the issue, which may be a physical or virtual inspection.

Where an inspection identifies substantial remedial work, the issue may be classified as a Major Repair. This ensures appropriate scheduling, resource allocation, and customer communication.

This approach ensures that repairs are properly assessed, prioritised, and delivered in a way that protects both the customer and the property, while supporting clear communication and timely resolution.

8.11 Adaptations

We work in partnership with external organisations to deliver an adaptations service that meets the needs of our customers.

- Minor adaptations (such as grab rails or lever taps) can be reported through the usual repairs channels and are managed directly by the repairs service. These do not require an occupational therapy assessment.
- Major adaptations (such as level-access showers or stair lifts) are delivered in line with the MSV Housing Adaptations Policy and may require assessment and coordination with health professionals or local authorities.

This approach ensures that adaptations are delivered efficiently, with appropriate oversight, and in a way that supports customer independence and wellbeing.

8.12 - Appointments and Access

Routine Repairs

For routine repairs, we will arrange an appointment as soon as possible at a time that suits the customer. We offer:

- Full-day, morning, or afternoon time slots.
- Flexibility around school runs and other commitments.

We will contact the customer before attending via **phone or text**. If the customer is not at home, we will:

- Attempt to reach them using all available contact numbers.
- Only contact a third party if we have permission to speak to someone other than the named tenant.
- Leave a card requesting the customer to get in touch.
- Cancel and rebook the repair once contact is made.

It is important that customers ensure access arrangements are in place when an appointment is made.

Emergency Repairs and Significant Hazards

Where a repair relates to a health and safety risk or a significant hazard under Awaab's Law, we will make multiple attempts to gain access, following a structured process:

Emergency Repairs (e.g. serious risk to life or property):

- 1st Attempt: Within 24 hours — in-person visit, phone call, and text.
- 2nd Attempt: Within 4–6 hours of failed first attempt — phone, text, and email.
- 3rd Attempt: Within 24 hours of first attempt — second in-person visit, ideally at a different time of day.
- Escalation: If access is still not gained, we will consider legal action (e.g. injunction) or raise a safeguarding concern. All contact attempts will be recorded.

Significant Hazards (e.g. damp, mould, structural issues):

- 1st Attempt: Within 10 working days — letter, text, and phone.
- 2nd Attempt: Within 3 working days of failed first attempt — phone, email, and second letter.
- 3rd Attempt: Within 7 calendar days of failed second attempt — in-person visit with warning of potential legal action.
- Escalation: Legal route or safeguarding concern if risk is suspected. All contact attempts will be recorded.

This process ensures that we meet our obligations under **Awaab's Law**, protect customer wellbeing, and maintain the safety of our homes.

8.13 Conduct and Customer Service

Customer service is central to how we deliver repairs. All MSV operatives and approved contractors are expected to:

- Be skilled and trained to carry out work to a high standard.
- Behave professionally and respectfully at all times.
- Follow MSV's Code of Conduct and service standards.

We continuously monitor and measure performance against these standards to ensure quality and consistency.

To help us provide the best possible service, we ask that customers allow our staff to work safely and without obstruction in their homes. This includes:

- Ensuring clear access to the area needing repair.
- Keeping pets and children away from the work area.
- Treating staff with courtesy and respect.

8.14 Decoration of the Home

Customers are responsible for decorating the inside of their property and keeping it in good order.

Some repairs may affect the decoration of the home. Where this happens, the affected area will be made good following the repair.

This does not apply to the following items where they have been covered with wallpaper, tiles, carpet, wood, laminate, or other finishes:

- Access panels
- Hatches
- Ducting

In these circumstances, customers will be advised before work is started that reinstatement of decorative finishes is not included.

Where water damage has occurred to decorative areas due to factors beyond the customers control MSV will complete the necessary remedial works including the redecoration of these areas.

8.15 Customers Alterations

Customers must obtain written permission from MSV before making any changes or improvements to their home.

Further details, including how to apply and what conditions may apply, can be found in the Customers' Own Improvements Policy.

8.16 Insurance

MSV holds property and public liability insurance. In the event of a major incident — such as a fire or flood — our insurance will cover:

- Damage to the structure of the building
- Any resulting repairs to the property itself

However, this insurance does not cover damage to personal contents. Customers are responsible for arranging their own contents insurance to protect personal belongings.

We strongly recommend that all customers take out suitable cover to safeguard their home contents and valuables.

8.17 Health and Safety

Customer safety is our highest priority.

We invest in the training and development of our colleagues to ensure they have the knowledge, skills, and awareness to work safely and to keep our customers safe at all times.

We are committed to maintaining safe homes and safe working environments. This includes:

- Ensuring all repairs and inspections are carried out in line with health and safety regulations
- Supporting customers to feel safe and secure in their homes
- Taking proactive steps to identify and address risks, including those covered under Awaab's Law

8.18 Value for Money

We are committed to delivering a repairs service that provides value for money (VfM) for our customers and the organisation. We promote VfM in a range of ways, including:

- Comparing cost and performance data across our service
- Benchmarking our repairs service against other social housing providers
- Reviewing how we deliver services and operate systems to identify efficiencies
- Analysing historic repairs data to identify recurring issues and inform future planned works

- Carefully managing our sub-contractor arrangements to ensure services are delivered to MSV's standards

This approach helps us maintain a high-quality service while making the best use of resources.

8.19 Equality & Diversity

We are committed to promoting fair and equal access to services, equal opportunities in employment, and inclusive practices in procurement and community engagement. MSV's policies, procedures, and day-to-day practices are designed to:

- Prevent unlawful and unfair discrimination
- Value and celebrate the diversity of all people
- Create an environment where everyone feels respected and included

Our repairs service is tailored to meet individual customer needs. Where a customer has a vulnerability or specific need, we may carry out repairs faster than the standard timescales, ensuring that our service remains responsive, inclusive, and person-centred.

8.20 Decants

In some cases, customers may need to be temporarily moved out of their home while repairs are carried out.

Where this applies, MSV will follow the process set out in the Decant Policy, which outlines the circumstances, support available, and how the move will be managed.

8.21 Legal references

MSV will repair and maintain homes in accordance with relevant legislation and regulatory standards. This includes, but is not limited to:

Regulatory Standards

- Regulator of Social Housing – Home Standard (2012)
- Social Housing (Regulation) Act 2023
- Awaab's Law (effective from October 2025) – requires landlords to investigate and fix health hazards such as damp, mould, and emergency risks within strict timeframes

Tenancy and Lease Agreements

- MSV Tenancy Agreement
- MSV Lease Agreement

Housing and Landlord Legislation

- Housing Acts 1988, 1996, 1998, 2004
- Landlord and Tenant Act 1985
- Right to Repair Regulations 1994 (for secure tenants of Local Housing Authorities)

- Leasehold Reform, Housing and Urban Development Act 1993
- Defective Premises Act 1972

Health and Safety Legislation

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Control of Asbestos Regulations 2012
- Gas Safety (Installation and Use) Regulations 1998
- Electrical Safety Standards in the Private Rented Sector Regulations
- Building Regulations
- Environmental Protection Act 1990

Equality and Care Legislation

- Equality Act 2010
- Care Act 2014

8.22 Regulatory Commitments

Our approach to delivering repairs and maintenance is guided by the Regulator of Social Housing and the standards set out in the Home Standard and the Social Housing (Regulation) Act 2023.

We are committed to:

- Completing repairs and improvements in a way that is safe
- Providing value for money
- Aiming to get it right first time
- Planning works for homes and communal areas, and being open with customers about what's happening
- Offering clear choices where possible, tailored to customer needs
- Making our service easy to use, with multiple ways to report a repair, make a complaint, or get involved
- Publishing an annual report that includes information on how we are performing

9. Appendices

1. Repairing Obligations.
2. Equality Impact Assessment – September 2025

Appendix 1 – General needs, repair obligations (consideration given to the vulnerable customers)

Repair Type	MSV Obligation	Customer Responsibility
EXTERNAL STRUCTURE		
Drains, gutters and external pipes (except where the drains are the responsibility of the water authority, when we will report the defects to that authority)	x	
The roof, covering, tiles, fascias, soffits and gutters.	x	
Outside walls, outside doors, windowsills, window catches, sash and window frames (including painting and decorating outside).	x	
Chimneys, chimney stacks and flues but not including sweeping them except (if necessary) for the annual service by us.	x	
Balconies, walkways, hallways, steps or other means of access, including disabled access which we have provided or for which we have accepted responsibility.	x	
External and internal plaster work where full skim coats are required.	x	
Garages, carports, outbuildings, and stores that form part of the home. if they exist at the start of the tenancy or are later erected by us.	x	
Boundary walls, gates and fences, if they exist at the start of the tenancy or are later erected by us.	x	
Pathways, steps and other means of access owned by us.	x	
Maintenance of all soft landscaped areas e.g. grass, shrubs, borders and trees within the gardens provided as part of a communal scheme.	x	
Maintenance of gardens and landscaped areas where they are provided for exclusive use by one household.		x
Garden timber sheds (Unless noted specifically on the tenancy).		x
Decorative paving, patios and hard landscaping that was fitted at previous tenancy.		x
Storage and placement for collection by the local Authority of all domestic refuse.		x
The erection/removal and making good after the installation of satellite dishes.		x
The repair or replacement of clothes lines, including posts, where they are provided for exclusive use by one household		x
Repair or replacement of refuse bins or bin holders.		x
Taking and recording of utility meter readings e.g. gas, electric, water.		x
Repairs to equipment in common parts.	x	

INTERNAL STRUCTURE		
Repairing and maintaining any equipment we have provided for heating, hot water and sanitation including basins, sinks, baths, toilets, flushing systems and waste pipes.	x	
Electric wiring including sockets, light fittings and switches; but excluding plugs, bulbs, fluorescent tubes and starters.	x	

Water heaters, fireplaces, fitted fires and central-heating systems (if they are fitted by us) and gas pipes.	x	
Internal door handles.		x
Plug and chains to sink, bath, wash hand basin		x
Curtain battens, hat and coat hooks and rails.		x
Internal cupboards door catches, handles and hinges.		x
Electrical faults arising from the use of faulty appliances.		x
Minor plaster cracks and internal decorations.		x
Any appliance (other than gas flued appliances), structure or installation which was not supplied by us.		x
Electrical plugs (not socket outlets), fuses, flexible gas tubes, light bulbs and external lights you have fitted.		x
Internal decorations and all soft furnishings provided by you including all flooring e.g. carpets, laminated flooring etc. This includes the removal to a recognised tip of all unwanted items. - All white goods e.g. cookers, fridges, washing machines provided by you.		x
Replacement of door keys (both interior and exterior doors).		x
Replacement of broken or cracked glass if caused by tenant damage (e.g. in an accident).		x
Renewal of fluorescent strip light tubes and starters.		x
Toilet seats.		x
Minimising the cause of airborne condensation.		x
Intruder Alarms		x
T.V. or radio aerials installed by you and the repair to damage caused in their erection or removal.		x
Cleansing of sink, baths, wash hand basin and lavatory, basin wash pipes Flexible pipe / hose connections for washing machines;		x
Battery powered doorbells and Door security chains installed by customers.		x