

# Repairs Policy

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## 1. Our policy statement

- 1.1. Sage Homes aims to provide high quality homes for our customers to enjoy but we understand that from time-to-time repairs will be required. We are committed to delivering a reliable repairs service to make sure you are comfortable, and your home is safe to live in.
- 1.2. We will make sure our homes are well maintained and provide an efficient and convenient repairs service that benefits the long-term health of our customers.
- 1.3. Where third parties such as managing agents are responsible for repairs, we will communicate and work closely with them to ensure the service you receive is satisfactory.
- 1.4. We recognise that a successful repairs service delivers value for money and is also customer focused, considering your specific needs and embraces a 'right first time' approach. Appendix B gives more information about how quickly your repair will be carried out.
- 1.5. We will attend to make safe emergency repairs by the end of the next day but aim to attend the same day wherever possible. We will aim to attend to routine responsive repairs within 20 working days.
- 1.6. Our trained staff and contractors aim to deliver excellent customer care throughout the process and to achieve high levels of customer satisfaction. If you are unhappy with the quality of a repair or do not think it has been completed fully, we encourage you to contact us to let us know quickly so that we can put things right.
- 1.7. We carry out communal repairs and repairs in your home that we are responsible for as per individual tenancy and lease agreements. Examples of these have been included in Appendix A.
  - If you are a shared owner, you will be responsible for the repairs and maintenance of your home unless your lease agreement states otherwise.
- 1.8. We will offer an accessible repairs service so that you can request a repair easily with a choice of appointments and we will keep you informed throughout the process.
  - Customers are expected to allow access to carry out a repair at the appointed time and must let us know if the appointment cannot be kept at least 24 hours in advance, so that contractors have sufficient time to reorganise their work.
  - Missed appointments without prior notice may be recharged to the customer.
  - Any "making good" works the contractor needs to carry out following the repair may need to be completed on a separate visit depending on the extent of the works required.
  - Before leaving your home after each appointment, the contractor will make sure it is safe, secure and leave the area worked on clean and tidy.
- 1.9. We recognise that homes can be damaged accidentally as part of day to day living. However sometimes we will charge for a repair if it is due to deliberate damage or neglect.
  - We refer to these as rechargeable repairs. You will be charged for the repair and for the cost of administering the repair.
  - Examples of rechargeable repairs include forced entry to your homes where keys

have been lost or damage to a home as a result of a repair not being reported to Sage or where an out of hours emergency service is requested and they attend for something that is not an emergency.

- 1.10. If the police need to lawfully enter a home to detect or prevent a crime the cost of any resulting repairs will be the customer's responsibility. If the customer fails to repair the damage, Sage reserves the right to do the work and recharge to the customer.
- 1.11. Our repairs service complements our planned and cyclical maintenance programmes to make sure our stock is well maintained and meets the needs of our residents. We use the information gathered from repairs to help inform our investment decisions.
- 1.12. We will work in partnership with you, listen to your feedback, check our work is of a high quality and use our data to monitor our performance and shape our future service.
- 1.13. We will act in accordance with the Housing Disrepair Protocol, which is the process that we should follow in the event of a claim of disrepair and we will monitor disrepair performance to drive efficiency.
- 1.14. This policy has been developed in line with the following acts and standards:
  - The Housing Health and Safety Rating System
  - The Home Standard
  - Homes (Fitness for Human Habitation) Act 2018
  - Consumer Standards Code of Practice
  - Care Act 2014
  - Housing Acts 1988, 1996, 1998 and 2004
  - Right to Repair Regulations 1994
  - Leasehold Reform, Housing and Urban Development Act 1993
  - Landlord and Tenant Act 1985
  - The Defective Premises Act 1972.

## 2. The scope of this policy

- 2.1. This policy applies to Sage's repairs and maintenance service for all tenures.
- 2.2. This policy refers to the activities and repairs delivered by Sage Homes or any of its delivery partners or contractors.
- 2.3. This policy covers 'responsive repairs' which are day-to-day maintenance works to your home, not extensive/large scale works which we call 'planned works' or 'major works'.
- 2.4. This policy does not cover alterations or improvements to your home which you may need permission to carry out.
- 2.5. This policy does not cover pest control or compliance activities including servicing of components within blocks and homes.
- 2.6. This policy does not apply to new build homes and repairs that are covered by the Defects Liability Period. These are for the developer to repair; the liability expiry date is detailed in each new home user guide.

## 3. Equality and diversity

- 3.1. Sage is committed to make sure all services are accessible to all our residents. Our staff will be trained to communicate appropriately with you, and they have the relevant information and access to translation services to make sure they fully understand you.

- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristics defined within the Equality Act 2010.
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio files.

## 4. Delivery of this policy

- 4.1. This policy should be read alongside:
- Home Improvements Policy
  - Accessible Homes Policy
  - Defects Policy
  - Helping You Access Our Services Policy
  - Lettable Standard
  - Damp, Mould and Condensation Policy
  - Emergency Accommodation, Permanent and Temporary Moves Policy
- 4.2. This policy will be delivered in accordance with our responsibilities in line with the consumer standards for:
- Safety and Quality – we will ensure our homes are kept safe and free from hazards, are kept in good repair meet the relevant standards prescribed in law.
  - Transparency, influence and accountability – to ensure our customers are treated with fairness and respect, their diverse needs are considered and acted upon accordingly, that we engage with our customers and consider their views on the service provided, ensure that information provided is clear and accessible for all, performance information is provided and complaints are dealt with complaints fairly, effectively and promptly.
  - Neighbourhood and community standard – we will ensure that our shared spaces are safe and well maintained and will consider the views of our customers when maintaining these spaces.
- 4.3. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Responsive Repairs and Voids Team.

## 5. Policy review

- 5.1. We will review this procedure at once least every three years to make sure it remains relevant and accurate unless:
- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
  - We identify any problems or failures in this policy as a result of stakeholder feedback, complaints, or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
1.5	Head of Responsive Repairs and Voids	Strategic review and update to corporate template	Leadership Team	Aug 23	Office Management	Aug 26
1.6	Head of Responsive Repairs and Voids	Change to 'end of next day' for emergencies in Appendix B	Board	Dec 24	Policy & Service Improvement	Aug 26