

# Repairs Policy

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## 1. Our policy statement

- 1.1. At Sage Homes we strive to provide the best affordable homes with the best customer support. The energy efficiency and specification of our homes are designed to provide the best possible foundation for our customers. This is backed by the continuous pursuit of providing the best customer support, driven by empathy and the ambition to continually improve.
- 1.2. Whilst Sage is committed to providing high quality homes for our customers to enjoy, 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.
- 1.3. We will make sure our homes are well maintained and provide an efficient and convenient repairs service that supports our customers in the enjoyment of their home.
- 1.4. 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 and hold them to account.
- 1.5. We recognise that a successful repairs service delivers value for money and is also customer focused, considers your specific needs and offers reasonable adjustments in line with our Helping You Access Our Services Policy, embracing a 'right first time' approach.
- 1.6. We carry out communal repairs and repairs in your home that we are responsible for as set out in individual tenancy and lease agreements.
- 1.7. 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 and we will keep you informed throughout the process.
- 1.9. 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 as soon as possible so that we can put things right.
- 1.10. We will attend to make safe emergency repairs within 24 hours and routine (non-emergency) repairs within 20 working days of being notified, in line with our commitment to maintaining safe and secure homes.
- 1.11. Repairs identified as falling within the scope of 'Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025' (Awaabs Law) will be prioritised and attended to in accordance with the prescribed statutory timescales, subject to any reasonable endeavours, e.g. no access being provided.
- 1.12. Where we are notified of a potentially significant hazard to your health and safety (such as damp and mould) we will investigate within ten working days. If a hazard is confirmed, and the issue not resolved at the point of inspection, we will provide a written summary of our findings within three working days of concluding the investigation and begin safety work within five working days, ensuring that your home is made safe within a reasonable timeframe.
- 1.13. If we are unable to make your home safe within the required timeframes, we will provide suitable alternative accommodation at no cost to you until essential safety works are completed.

- 1.14. We ask that you allow access to carry out repairs at the appointed time. Please let us know if you cannot keep the appointment at least 24 hours in advance, so that contractors or Sage Homes' Direct Repairs Team have sufficient time to reorganise their work.
- 1.15. We will seek to arrange a convenient time for a contractor or Sage Homes' Direct Repairs Team to attend but if the agreed appointment is missed without prior notice, then it may be recharged to you.
- 1.16. Any "making good" works the contractor or Sage Homes' Direct Repairs Team needs to carry out following the repair may need to be completed on a separate visit depending on the extent of the works required.
- 1.17. Before leaving your home after each appointment, the contractor or Sage Homes' Direct Repairs Team will make sure it is safe, secure and leave the area worked on clean and tidy.
- 1.18. We recognise that there may be instances where out of pocket expenses are incurred, personal goods or property may be damaged due to a defect or a disrepair. Where these instances occur and are reported by our customers with a view for compensation, Sage Homes will investigate and evaluate the merit of the claim and advise our customers accordingly.
- 1.19. We recognise that homes may need repair as part of day-to-day living. However sometimes we will charge for a repair if the damage could have been avoided or occurred due to neglect. We refer to these as rechargeable repairs. You will be charged for the repair and for the cost of administering the repair.
  - 1.19.1. Examples of rechargeable repairs include forced entry to your home 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.
- 1.20. Where Sage has been notified of an emergency or major issue (eg for a burst pipe), we may enter your home to resolve the problem in line with the terms in your tenancy or lease agreement.
- 1.21. If the police need to lawfully enter a home to detect or prevent a crime the cost of any resulting repairs will be your responsibility. If you fail to repair the damage, Sage reserves the right to do the work and recharge you.
- 1.22. 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.
- 1.23. 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.
- 1.24. If you are dissatisfied with the repair that has been completed, please contact us as soon as possible so that we can arrange to have this put right.
- 1.25. 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.
- 1.26. We regularly review feedback from customers following repairs to continuously improve our service delivery and ensure this policy reflects the experiences and priorities of our residents.
- 1.27. This policy has been developed in line with the following acts and standards:

- Housing Health and Safety Rating System
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025
- Social Housing (Regulation) Act, 2023 and Consumer Standards
- Homes (Fitness for Human Habitation) Act 2018
- Right to Repair Regulations 1994
- Landlord and Tenant Act 1985.

## 2. The scope of this policy

- 2.1. This policy applies to Sage's repairs and maintenance service for all tenures where Sage is responsible for repairs and maintenance of the property.
- 2.2. This policy refers to the activities and repairs delivered by Sage 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 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 in line with our Home Improvements and Accessible Homes policies.
- 2.5. This policy does not cover pest control or compliance activities, including servicing of components within blocks and homes, for example lift servicing or servicing of gas boilers.
- 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. The repairing obligations under Awaab's Law remain the legal responsibility of Sage Homes, who must investigate and remedy serious hazards such as damp and mould within statutory timeframes regardless of any warranty coverage. Where warranty providers are unable to meet these timeframes we will ensure compliance with the law through alternative means.

## 3. Feedback and concerns

- 3.1. We value your feedback about our repairs service and want to hear from you if you have positive experiences or if you have concerns about any aspect of our service.
- 3.2. If you are not satisfied with any repair work, the service you have received, or how we have handled your repair request, please contact us as soon as possible. We are committed to putting things right and learning from your experience.
- 3.3. You can raise concerns by speaking to any member of our Repairs Team or make a complaint by:
  - [My Sage Home Portal](#) or using the [contact us](#) form on our website
  - Calling our Customer Care Team on 020 8168 0500.
- 3.4. If your concern cannot be resolved immediately, we will handle it through our formal complaints process. You can find full details of how we investigate complaints, our response timeframes, and your rights in our Complaints Policy, available on our website or by request.
- 3.5. If you remain dissatisfied after we have completed our complaints process, you have the right to refer your complaint to the Housing Ombudsman Service free of charge:

- Email them at [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- Call them on 0300 111 3000
- Write to them at 'Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.

## 4. Equality and diversity

- 4.1. Sage is committed to make sure all services are accessible to all our customers. 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.
- 4.2. 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](#).
- 4.3. 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 has accessibility tools allowing you to personalise each web page to make it easier to read.

## 5. Delivery of this policy

- 5.1. This policy should be read alongside:
  - Aftercare Policy
  - Lettable Standard
  - Accessible Homes Policy
  - Home Improvements Policy
  - Rechargeable Repairs Procedure
  - Damp, Mould and Condensation Policy
  - Emergency Accommodation, Permanent and Temporary Moves Policy
  - Helping You Access Our Services Policy
  - Complaints Policy.
- 5.2. We deliver this policy in line with the Consumer Standards, ensuring our homes are safe and well-maintained, that we treat customers fairly and consider their diverse needs, and that we maintain shared spaces to a high standard.
- 5.3. 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.

## 6. Policy review

- 6.1. We will review this policy at 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.

6.2. We will consult with customers when reviewing this policy, where appropriate.

| Version | Checked by                             | Amendments                                              | Approved at/by  | Date of Approval | Published by                 | Date of Review |
|---------|----------------------------------------|---------------------------------------------------------|-----------------|------------------|------------------------------|----------------|
| 1.5     | Head of Res. Repairs & Voids           | Strategic review and update to corporate template       | Leadership Team | Aug 23           | Office Management            | Aug 26         |
| 1.6     | Head of Res. Repairs & Voids           | Change to emergencies in Appendix B                     | Board           | Dec 24           | Policy & Service Improvement | Aug 26         |
| 1.7     | Asset Management & Compliance Director | Awaab's Law compliance                                  | Leadership Team | Oct 25           | Office Management            | Oct 28         |
| 1.8     | Head of Res. Repairs & Voids           | Removal of Appendix B & Awaab's Law compliance          | Leadership Team | Oct 25           | Office Management            | Oct 28         |
| 1.9     | Head of Res. Repairs & Voids           | Urgent repairs category added and minor wording updates | Board           | July 26          | Office Management            | Oct 28         |