

Your Home, Your Safety, Our Commitment.

A simple guide to how we respond to emergency repairs, and what you can expect from us under Awaab's Law.

We act quickly to keep you and your home safe.

If your repair isn't an emergency, it will be handled under our Repairs and Maintenance policy. We'll explain the timescale when you report a repair.

What counts as an emergency repair?

An emergency repair is something that needs **immediate attention** to keep you or your home safe.

This includes things like:

- Severe damp or mould posing an immediate health risk.
- No heating in winter or no hot water.
- Burst pipes, flooding, or major leaks.
- Electrical faults, gas leaks or carbon-monoxide alerts.
- An insecure front door or window after a break in.
- A blocked toilet.

If we see a serious issue while visiting, we'll act – even if you haven't reported it.

How to report

- Call our Property Maintenance Team on 01522 514444, Option 2.
- Speaking to your Housing Manager or any visiting staff member.
- Mention it during any visit from our team.

We operate a 24-hour emergency line every day of the year, please call 01522 514444, Option 2.

How we respond under Awaab's Law

Under Awaab's Law, Day Zero is the working day we first become aware of a potential hazard whether you report it, a staff member spots it, or a contractor tells us. From this date we measure the legal timeframes.

Our commitments:

- Attend and make safe within 24 hours (Day 1).
- If the emergency is resolved within 24 hours, a written report isn't required. We'll still record everything we did to keep you safe.

If more work or investigation is needed:

- We'll send you written findings within 3 working days of the investigation finishing.
- We'll start or take steps to start any safety work within 5 working days of the report.
- If further specialist work is required (for example, surveys, insurance or external contractors), we'll begin or take steps to begin within 12 weeks of the report.
- All work will be completed within a reasonable timeframe, and we'll keep you updated.
- If your home can't be made safe, we'll arrange temporary accommodation under our Decant Policy.

If you're more at risk

We give extra priority if you:

- Live with COPD, asthma, or other breathing condition.
- Are frail, have arthritis or have limited mobility.
- Live with dementia or cognitive difficulties.
- Are recovering from surgery or serious illness.
- You live alone or have limited support.

When you report a repair, please tell us if any of these apply - so we can respond more quickly and check in more often.

If you can't stay in your home

If your home becomes unsafe to stay in, we will:

- Make it safe as far as possible within 24 hours.
- Arrange temporary accommodation under our Decant Policy.
- Keep in regular contact until you return home or a permanent move is agreed.

How we monitor and learn

We track every emergency repair through our computer system to monitor and report emergency repair key performance information to our Audit and Compliance Subcommittee and use it to improve our service.

Our Commitment: People, Places, Partnerships

This approach is part of our wider commitment to:

- **People** – Keep you safe and treat you with fairness and care.
- **Places** – Maintain warm, secure and well-kept homes free from hazard.
- **Partnerships** – We work with you and our contractors to fix issues quickly.