

Your Home, Your Safety, Our Commitment.

A simple guide for residents on how we respond to urgent repairs, and what you can expect from us.

We will adopt this new policy, along with our new Damp and Mould Policy – during September 2025 - ahead of new legal duties coming into effect under **Awaab's Law in October 2025**.

What is an emergency repair?

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

This includes things like:

- Serious damp and mould that affects your health.
- No heating in winter.
- Burst pipes, flooding, or water leaks.
- Broken front door or window after a break in.
- A complete power failure.
- A blocked toilet.

How to report

Please report emergency repairs straight away:

- Phoning our Property Maintenance team on 01522 514444, Option 2.
- Speaking to your Housing Manager.
- Mentioning it during any visit from our team or contractor.

We'll also act on what we see – if we notice an emergency issue during a visit, we'll deal with it, even if you haven't reported it.

What happens next

We will:

- Attend and make safe within 24 hours.
- If the issue affects your health and safety (for example, you have a serious medical condition and no heating) we'll aim to be there within 4 hours.
- Complete the full repair as soon as possible – or arrange follow-up work with you.
- Call you back within 48 hours if there was a serious repair, to check things are okay.

If you're more at risk

We treat your report as a priority if you:

- COPD, asthma, or other breathing difficulties.
- Frailty, arthritis or restricted mobility.
- Dementia or cognitive difficulties.
- Recovery from surgery or serious illness.
- You live alone and have limited support.
- Are especially affected by cold, damp, or mould.
- Let us know when you report a repair if this applies to you.

How we monitor and learn

We track:

- How quickly we respond.
- Whether we acted fast enough for residents who are vulnerable.
- Whether a follow-up was needed.
- What repairs are being reported more often.
- We report emergency repair key performance information to our Audit and Compliance Sub-committee 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, safe, secure and well-maintained homes.
- **Partnerships** – We work **with** you, not just for you – recognising that a safe home is the foundation for everything else.