



Introduction

We're committed to providing well-designed, safe, secure, energy-efficient homes that residents are proud to call home.

As your landlord, we take our legal and regulatory repair responsibilities seriously. That's why our repairs service is one of the most important services we deliver.

This factsheet sets out:

- What we are responsible for.
- What you're responsible for.
- How to report a repair.
- How we respond – including in emergencies.

Supporting factsheets

Other documents that support this include:

- Ending your tenancy.
- Safety in communal areas.
- Damp and mould.
- Gas, electrical, water, and asbestos safety.
- Aids and adaptations.
- Complaints and compliments.

Our legal responsibilities

We are responsible for key repairs under:

- **Section 11 of the Landlord and Tenant Act 1985** – this includes the structure and exterior of your home, and the installations for water, gas, electricity, sanitation, heating, and hot water.
- **Homes (Fitness for Human Habitation) Act 2018** – this requires all homes to be safe, healthy, and free from serious hazards, based on the **Housing Health and Safety Rating System (HHSRS)**.
- The **Decent Homes Standard**.
- The terms of your **tenancy contract**.
- The **Social Housing (Regulation) Act 2023** – including requirements introduced by **Awaab's Law** for addressing health-related risks promptly.

Your responsibilities

You are responsible for:

- Reporting repairs promptly.
- Allowing access for repairs and inspections.
- Keeping you home clean, safe, and ventilated.
- Carrying out minor repairs listed in your tenancy agreement (e.g. changing light bulbs or plugs).
- Reporting damp, mould, or leaks early – before they get worse.
- Looking after any aids or adaptations installed specifically for you (unless we've agreed to maintain them).

How to report a repair

You can report a repair:

- Online via our resident portal.
- By phone (office hours and 24/7 emergency line).
- By email.
- To a member of our Housing and Support team in our extra care schemes.

Please give as much detail as possible – what's wrong, where, and how urgent it is.

Emergency repairs and Awaab's Law

Some repairs pose a serious risk to health or safety – for example:

- Major leaks or flooding.
- Total loss of heating or power.
- Unsafe electrics.
- Serious damp or mould.
- Broken doors or windows affecting security.
- Risk of carbon monoxide or fire.

We aim to:

- Attend and make safe within **24 hours**.
- Respond within **4 hours** if there's a serious health condition involved (e.g. where cold or damp worsens a medical issue).
- Provide temporary solutions if the issue can't be fully repaired right away.
- Contact you again within **48 hours** to check the situation is safe and resolved.
- We treat these reports in line with our duties under Awaab's Law and monitor our performance through our Audit and Compliance Sub-committee.



Our repair service: What you can expect

What we'll do

When you report a repair, we will:

- Confirm if it's an emergency, urgent, or routine.
- Ask about any medical needs or risks.
- Agree an appointment slot if requested and access is required.
- Explain what happens next – including what to expect on the day.
- Use qualified and approved contractors.
- Keep you informed if something changes.

Response times

We aim to complete repairs within:

- **24 hours** – emergency repairs.
- **5 working days** – urgent repairs.
- **20 working days** – routine repairs.

Some repairs may take longer depending on parts, access, or weather. We'll keep you updated.

Damp and mould

We take damp and mould seriously. If you report a problem:

- We will carry out a full inspection.
- Treat any mould or cause of water damage.
- Check for underlying structural or ventilation issues.
- Prioritise if there's a risk to health.
- Keep records to monitor patterns and trends.

Leaseholders and shared owners

If you own a share in your home:

- You are responsible for all internal repairs, unless otherwise agreed.
- We are responsible for communal repairs (e.g. shared roofs, doors, electrics).
- You may be recharged for certain works via your service charge.

Please refer to your lease for full details.

Repairs to your home in newer schemes (funded after 2021)

If you purchased your home through a scheme funded after 2021, we may have additional responsibilities for some internal repairs and maintenance for a set period after completion. This is to reflect requirements in the lease agreement and grant funding conditions. Specifically, for a period of up to 10 years, we are usually responsible for the cost of:

- Essential repairs to the outside of the building.
- Essential structural repairs to walls, floors, ceilings, and stairs inside your home.

During this period, you can also claim up to £500 a year to cover repairing, replacing (if faulty) and maintaining fixtures and fittings that:

- Supply water, gas or electricity - for example sinks, baths or pipes.
- Heat your home, for example a boiler or radiator.

You must get your boiler serviced every year by an engineer on the [Gas Safe Register](#)- both during and after the initial repair period.

These responsibilities may differ depending on the scheme and the exact wording of your lease. After this initial period, responsibility for repairs reverts to you, as the leaseholder.

Please refer to your lease for full details.

People, Places, Partnerships in practice

Repairs are about more than maintenance – they're about pride in your home, trust in your landlord, and protection for those who need it most.

- For **people**, that means feeling listened to, supported and safe.
- In the **places** we manage, it means well-maintained homes and shared areas.
- Through **partnerships** – with residents, contractors, and regulators – we aim to respond quickly, act fairly, and keep improving.

Thank you for reporting issues early and helping us deliver a service that works for everyone.