



REPAIRS POLICY

Contents

1.	Policy Statement	3
2.	Scope	3
3.	Statutory & Regulatory Requirements	4
4.	Mutual Exchange	4
5.	Attending a Repair	5
6.	Rechargeable Repairs	6
7.	Access to your Home	6
8.	Compensation	7
9.	Equality Impact Assessment	7
10.	Glossary of terms	8
	APPENDIX 1 – Repairs & Maintenance Responsibilities	9

1. Policy Statement

- 1.1** At Eastlight Community Homes (hereafter ‘Eastlight’), residents and leaseholders are at the heart of everything we do.
- 1.2** Eastlight delivers a repairs and maintenance service, which is responsive to residents’ needs, and aims to achieve high levels of satisfaction and deliver value for money.
- 1.3** This Policy is to ensure that Eastlight meets its legal, statutory and regulatory requirements under UK legislative and regulatory obligations and the terms and conditions of the tenancy agreement.
- 1.4** Residents have an obligation within their tenancy agreement to report repairs to their landlord. Residents must let us know as soon as possible of any repair which needs doing in their home.
- 1.5** This Policy applies to all Eastlight tenancies, except for mutual exchanges, for which certain restrictions may apply (Please refer to Section 4).

2. Scope

- 2.1** This Policy sets out all aspects of Eastlight’s repair responsibilities, including maintenance and the Home MOT Service. It will provide service priorities and contribute to protecting the condition and integrity of the housing stock for future service developments and improvements.
- 2.2** This Policy should be read in conjunction with Eastlight’s Standard & Asset Management Strategy, in addition to our Leasehold Management Policy, Complaints & Resolutions Policy, Tenancy Agreement, Electrical Policy, Shared Ownership Policy, Safeguarding Policy, Lone Working Policy and the ASB Policy.

3. Statutory & Regulatory Requirements

3.1 This Policy is designed to ensure Eastlight meets its legal, statutory and regulatory requirements under UK legislative and regulatory obligations, as detailed below:

- The Regulator of Social Housing’s Tenant Satisfaction Measures 2023
- Landlord and Tenant Act 1985
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Housing, Health and Safety Rating System – Housing Act 2004
- Home Standard 2012
- Safety & Quality Standard – Consumer Standards April 2024
- Transparency, Influence & Accountability Standard – Consumer Standards April 2024

4. Mutual Exchange

4.1 Where a resident has moved through a mutual exchange, the following restrictions will apply:

- The property is taken as seen. All responsibilities of the outgoing resident will be inherited by the incoming resident.
- Repair and maintenance responsibility of items installed by the outgoing resident will be inherited by the incoming resident.

4.2 Any alterations carried out by the outgoing resident that do not conform to Eastlight’s Standards will be treated as Rechargeable Works, as outlined in Section 6 of this Policy.

5. Attending a Repair

- 5.1** The delivery of a customer-focused responsive repairs service will be achieved by the priorities and definitions set out in 5.2.
- 5.2** See below our table illustrating Eastlight’s responsive priorities to repair requests:

CATEGORY	TIMESCALE	DEFINITION
Emergency	24 hours	A serious risk to health, safety or security to the resident or their home
Urgent	Seven calendar days	Repairs faults and incidents which require prompt attention, which may cause inconvenience but do not pose an immediate risk to the resident or their home
Routine	28 calendar days	No risk to the resident or their home, but the issue may cause an inconvenience but not adversely affect the use of the home
Planned	90 calendar days	Fencing and larger building works where there is no risk to the resident or their home.

- 5.3** Should Eastlight not be able to attend and complete the repairs within the timeframes mentioned above, then residents have the right to pursue a complaint (see Section 8 and our Complaints & Resolutions Policy), under the Right to Repair Regulations 1994.
- 5.4** Repairs can be reported to Eastlight in the following ways:
- Telephone Eastlight’s 24-hour emergency repairs telephone number;
 - Online, via the My Eastlight portal;
 - In writing; or
 - By email, or an in-person visit.
- 5.5** Eastlight publishes its responsibilities and details of the responsive repairs service detailed in Appendix 1. Residents should also refer to their Tenancy Agreement.
- 5.6** Staff will present identification when attending a repair to a resident’s home. If there are any concerns about the validity of our staff’s identification, residents should contact Eastlight’s Customer Service Team to confirm.

6. Rechargeable Repairs

- 6.1** Eastlight will charge for damage to its property which is not the result of normal wear and tear. All costs will be recovered in full and payable in advance. Possible exceptions are emergency works required for health and safety reasons, or where failure to act could damage the structure of the property and/or an adjoining property.
- 6.2** Where appropriate, any rechargeable repair costs will be deducted from refunds due to the resident. It will include:
- The actual cost of the work and an administration fee plus VAT, where appropriate; and
 - An administration fee on rechargeable repairs / work plus VAT. This will cover the cost of assessing the rechargeable work and invoicing for the works.
- 6.3** Under the terms of the tenancy agreement, the resident is responsible for where damage is caused by a third party who is a tenant, a household member or a visitor.

7. Access to your Home

- 7.1** In line with the Eastlight tenancy agreement, we have the authority to:
- Move residents to an alternative property if the home needs to be empty for major works. If we need to move residents for this reason, we will provide suitable temporary accommodation; and to
 - Gain access to inspect or repair the home, a neighbouring property, sewers, drains, pipework, any wiring, ductwork for heating or ventilation systems, or cable serving your home or neighbouring properties.
- 7.2** Residents must allow Eastlight and authorised parties access into the home at reasonable hours to inspect its condition, carry out any repairs, or to carry out work that we consider necessary. This is to ensure the property and surrounding properties are safe and do not put the resident or anyone else at risk.

8. Compensation

- 8.1** For all works undertaken within the vicinity of a resident's home (internally and/or externally), all reasonable precautions will be taken to complete the works without causing damage to personal belongings or fittings. Where damage is proven to be caused by an Eastlight party, and the cause of the damage can be attributed to accidental damage or poor working practices, compensation may be paid.
- 8.2** If, prior to undertaking work, it is clear work cannot be completed with risk of damage to the residents' personal belongings and fittings, then the resident must sign a disclaimer before works can begin (i.e. removal of carpet or furniture to access floorboards). In these circumstances Eastlight will take the utmost care and attention not to cause damage, where possible, but where damage is caused, Eastlight will not be liable.
- 8.3** Any monies owed to Eastlight will be deducted from compensation before payment is issued.

9. Equality Impact Assessment

- 9.1** An Equality Impact Assessment (EIA) has been completed as part of the Repairs Policy.
- 9.2** There are positive impacts identified for the age, disability, maternity and pregnancy protected groups.

10. Glossary of terms

Responsive Repairs Repair or replacement of faulty or broken home components at the resident's request where the liability rests with Eastlight

Eastlight Standard This Standard is a version of the Government's 'Decent Homes' Standard, which states that a home should be warm, weatherproof and in a state of repair

Rechargeable Repairs Repairs that are the result of damage or negligence to the property and/or its fixtures and fittings internally or externally by a resident. This also includes damage by a member of the residents' household or an invited visitor to the property and/or communal areas

Rechargeable Works Those that are not undertaken as a repair but will be undertaken by Eastlight to ensure that the property is maintained and/or returned to its original state when let or re-let

Handyperson Service An additional service intended to improve the quality of life of less able residents by completing small jobs around their home for a chargeable nominal cost to the customer.

APPENDIX 1 – Repairs & Maintenance Responsibilities – A guide to our homes

	EASTLIGHT RESPONSIBILITIES	RESIDENT RESPONSIBILITIES
Bathroom	<ul style="list-style-type: none"> ● Bath and bath panel ● WC ● Wash basin ● Shower unit ● Floor covering. 	<ul style="list-style-type: none"> ● Toilet seat ● Plugs and chains ● Shower curtains.
Kitchen	<ul style="list-style-type: none"> ● Units, including worktop, door and draw fronts, carcass plinths and handles ● Floor covering. 	<ul style="list-style-type: none"> ● Plugs and chains ● Washing machine connections and fittings (from surface connection point to appliance).
Heating	<ul style="list-style-type: none"> ● Electric storage heating system ● Any other system fitted by Eastlight. 	<ul style="list-style-type: none"> ● Any heating system supplied and fitted by the resident, providing Landlord Consent has been obtained.
Doors	<ul style="list-style-type: none"> ● Outside locks (fault or defect identified) ● Outside doors ● Inside doors ● Door ironmongery. 	<ul style="list-style-type: none"> ● Outside locks (lost / misplaced keys) ● Doorbells, chains and name plates (new-build post-defect) ● Keys / Fobs, inclusive of communal entrances.
Electrical	<ul style="list-style-type: none"> ● Communal TV aerial (not individual aerial) ● Immersion heater ● Light fittings, switches and sockets ● Wiring and circuits ● Smoke detectors ● Fire alarms ● Door entry systems. 	<ul style="list-style-type: none"> ● Light bulbs, including fluorescent tubes and starters. ● Loss of power due to faulty electrical appliances.
Plumbing	<ul style="list-style-type: none"> ● Taps ● Sinks, wash basins, bath, toilets ● Drainage systems ● Hot and cold-water supply ● Clearing gutters and down pipes. 	<ul style="list-style-type: none"> ● Resetting time clocks and programmers ● Blocked toilets, locally to pipework ● Clearing gullies ● Enabling works for customer choice water meter.
Structure	<ul style="list-style-type: none"> ● Roof (internally and externally) ● Chimneys ● Ceilings. 	

Eastlight Community Homes

Eastlight House, Charter Way

Braintree

Essex

CM77 8FG

0330 128 0330

www.eastlighthomes.co.uk

customer.services@eastlighthomes.co.uk

eastlighthomes.co.uk

 [eastlighthomes](https://www.facebook.com/eastlighthomes)

 [eastlighthomes](https://www.instagram.com/eastlighthomes)

 [@eastlighthomes](https://twitter.com/eastlighthomes)

 [eastlight-community-homes-](https://www.linkedin.com/company/eastlight-community-homes/)