

# Responsive Repairs Policy

Asset Services

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## 1. Purpose

This policy sets out Riverside's commitment to deliver an efficient and effective responsive repairs service that meets the needs of Riverside customers and enables us to fulfil our statutory, regulatory and contractual obligations.

Carrying out repairs is one of the most important services we deliver to our customers. We want Riverside homes to be maintained in an affordable manner and ensure all our homes provide our customers with a safe, warm and dry home, where everything is in working order.

## 2. Scope

This policy covers repairs services to customers who rent their home under a tenancy agreement, customers who rent under a license, and those who own the property as a leaseholder (whether through shared ownership or outright). Both our repair obligations and those of our customers vary between those tenures, and this is reflected in the policy. The policy covers responsive repairs to customers' homes, both internally and externally, including their gardens and garages (exclusions may apply depending on the terms of the tenancy, license, or lease agreement), in communal areas, and to communal assets for example, shared gardens, shared spaces including lifts and corridors.

Riverside defines a 'responsive repair' as unplanned work that is reported by our customers about their homes, or which arise from damage or wear and tear to communal areas and common parts. It rectifies and makes good a component, installation or part of a Riverside property for which we are responsible, when it is faulty or needs repairing.

This policy should be read in conjunction with the policies outlined in Section 4.

This policy does not include planned or cyclical maintenance, which includes any Aids and Adaptations installation works.

Appendix 1 sets out our definitions of Responsive Repairs and Planned and Cyclical Maintenance.

## 3. Legislation

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- Building Safety Bill
- Construction (Design & Management) Regulations 2015
- Decent Homes Standard
- Defective Premises Act 1972
- Electricity at Work Regulations 1989
- Environmental Protection Act 1990
- Equality Act 2010
- Fire Safety Act 2021
- Gas Safety (Installations and Use) Regulations 1998
- Gas Safety Management Regulation 1996
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025
- Health and Safety at Work etc Act 1974
- Health and Social Care Act 2008
- Homes (Fitness for Human Habitation) Act 2018
- Housing Act 1988
- Housing Act 2004
- Housing Health and Safety Rating System (HHSRS)
- Housing Scotland Act 2001
- Housing Scotland Act 2006
- Landlord and Tenant Act 1985
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Party Wall Act 2016
- Safety and Quality Standard, Regulator of Social Housing 2024
- Social Housing Act 2023

## 4. Principles

### 4.1 Our policy is to:

- Ensure we meet our repair obligations so that Riverside homes are well maintained, throughout the duration of the tenancy.
- Comply with all legislative, regulatory and contractual (including tenancy) obligations.
- Deliver an effective repairs service which responds to the needs of customers, and which aims to complete repairs at the first visit within the priority times outlined within the policy.
- Ensure our customers are aware of their repair responsibilities and our repair responsibilities, and that these are met.
- Communicate effectively to our customers at all times in relation to the delivery of our responsive repairs service and enable customers to communicate effectively with us (see Appendix 3).
- Offer our customers suitable and convenient choice in booking appointments for repairs.

### 4.2 The following standards are the minimum that must be achieved:

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- Complete an inspection where this is required to determine the nature of the repair.
- Resolve the fault at the first repair visit, wherever possible.
- Meet the repair obligations that are contained within the tenancy agreement / lease and as set within law.
- Deliver a customer focused service (Homes, not houses).
- Use a range of communications tools to deliver an efficient service to our customers during and after booking a repair with us (see Appendix 2).
- Deliver quality work in a courteous manner.
- Be cost effective and provide a value for money service.
- Proactively consult with customers when required.
- Flexibility to cover all types of contractual arrangements.

**4.3** As a landlord, we are required to meet certain obligations that are set out in law. Additionally, our tenancy (or leasehold) agreements set out the responsibilities for both Riverside and our customers. Appendix 2 provides a breakdown of the responsibilities for Riverside and our customers.

**4.4** Not all repairs will require an inspection. If an inspection is required, this will be completed within 10 working days.

We categorise repairs with varying timescales as follows. Please note that this list is not exhaustive:

Priority Code	Category	Timescales	Description
<b>AL1</b>	Awaab's Law: Emergency Hazard	Attend and make safe as soon as practicable but within 24 hours.	<ul style="list-style-type: none"> <li>• Poses an imminent and significant risk of harm to the health or safety of an individual.</li> </ul>
<b>AL2</b>	Awaab's Law: Significant Hazard	Carry out an initial investigation within 10 working days.	<ul style="list-style-type: none"> <li>• Poses a significant risk of harm to the health or safety of an individual.</li> </ul>
<b>P1</b>	Emergency Repair	Attend and make safe within 12 hours.  Any follow-up work (if required) will be completed within the appropriate priority time.	<ul style="list-style-type: none"> <li>• Total loss of heating.</li> <li>• Total loss of hot water.</li> <li>• Total loss of water.</li> <li>• Total loss of electricity.</li> <li>• Removal of offensive graffiti.</li> </ul>

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<b>P2</b>	Urgent Repair	Within 5 working days.	<ul style="list-style-type: none"> <li>• Pest Infestation.</li> <li>• Problems with general lighting.</li> <li>• Severe, visible mould on internal surfaces.</li> <li>• Equipment or debris in communal areas and bin chutes, or problems with removing waste materials.</li> <li>• Any health and safety hazard in communal areas.</li> <li>• Problems with communal TV aerials.</li> <li>• Follow-on urgent gas repairs.</li> </ul>
<b>P3</b>	Routine Repair	Within 20 working days.	<ul style="list-style-type: none"> <li>• Any other repair which does not fall into the emergency, urgent or planned categories.</li> <li>• Removal of inoffensive graffiti.</li> </ul>
<b>P5</b>	Planned Repair	Within 40 working days.	<ul style="list-style-type: none"> <li>• Structural repairs. For example, repairs to walls due to cracks, building movement, timber decay or window lintel failure.</li> <li>• Works that require scaffolding (including a street licence).</li> <li>• Roof repairs, including chimneys.</li> <li>• Service installations.</li> <li>• Significant damp and mould remediation works.</li> <li>• Major repairs (that significantly improve the dwelling).</li> <li>• Asbestos removal.</li> <li>• Consequential works (includes work required as a consequence of major repairs such as reinstatement or making</li> </ul>

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			<p>good finishes and fittings).</p> <ul style="list-style-type: none"> <li>• Complex repair cases where a longer timeframe is required, such as replacing a fire door.</li> <li>• Repairs requiring external consultants or specialist contractors.</li> <li>• Fencing or boundary wall repairs (Riverside's responsibility).</li> <li>• Works that involve multiple trades.</li> </ul>
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Further details about repair categories can be found in Appendix 1.

**4.5** We will seek to offer our customers reasonable choice in making a repair appointment. If we need to change agreed arrangements, we will contact the customer as far in advance as possible to advise them.

#### **Standard Appointment Times:**

<b>Day</b>	<b>Appointment Times</b>
Monday – Friday: Morning	8am – 1pm
Monday – Friday: 'Avoid School Run'	10am – 2pm
Monday – Friday: Afternoon	1pm – 5pm

Please note that the above appointment times are not applicable to repairs which fall into the 'Emergency' category (see Appendix 1).

We recognise that our customer's availability and schedule may not always align with the standard appointment times offered above. As such, where possible, we offer non-standard appointment times to our customers upon request.

#### **Awaab's Law – Emergency and Significant Hazards:**

The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025, also known as Awaab's Law, introduces regulations to ensure that all emergency hazards and all damp and mould hazards that present a significant risk of harm to customers are resolved in fixed timeframes.

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For a hazard to fall under Awaab's Law repair requirements, it must:

- a) be a part of buildings or land for which we are responsible for
- b) be in our control to fix
- c) not be damage that is a result of breach of contract by the customer
- d) result from defects, disrepair or lack of maintenance
- e) be a significant or emergency hazard

Awaab's Law covers hazards defined by the Housing Health and Safety Rating System (HHSRS) (England) Regulations 2005, except for overcrowding.

### Emergency Hazards:

- An emergency hazard is defined as 'posing an imminent and significant risk of harm to the health or safety' of an individual.
- We will carry out an investigation **within 24 hours** of becoming aware of a potential emergency hazard. The investigation may be carried out either remotely or in-person if specifically requested by the customer.
- We will provide the customer with a written summary **within 3 working days** of the investigation concluding. The written summary will include details about the nature of the hazard, actions taken and any further steps required. In the event that all work is completed **within 3 working days**, a written summary will not be provided.<sup>1</sup>
- Throughout our investigation, we will factor in individual circumstances, including the age and physical and mental health of the customer to assess the likelihood of harm materialising and the potential severity of that harm in the specific circumstances.
- If an emergency hazard is confirmed to be present, we will complete the relevant safety works **as soon as reasonably practicable but within 24 hours** of the investigation concluding.
- We will begin, or take steps to begin, any further supplementary works **within 5 working days** of the investigation concluding.
- We will physically start work **within 12 weeks** and complete them to the required standard within a reasonable period of time.

### Significant Hazards:

- A significant hazard is defined as 'posing a significant risk of harm to the health or safety' of an individual.
- We will carry out an investigation **within 10 working days** of becoming aware of a potential significant hazard. The investigation may be carried out either remotely or in-person if specifically requested by the customer.
- We will provide the customer with a written summary **within 3 working days** of the investigation concluding. The written summary will include details about the nature of the hazard, actions taken and any further steps required. In the event that all work is completed **within 3 working days**, a written summary will not be provided.<sup>1</sup>

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- Throughout our investigation, we will factor in individual circumstances, including the age and physical and mental health of the customer to assess the likelihood of harm materialising and the potential severity of that harm in the specific circumstances.
- If a significant hazard is confirmed to be present, we will complete the relevant safety works **within 5 working days** of the investigation concluding.
- We will begin, or take steps to begin, any further supplementary works **within 5 working days** of the investigation concluding.
- We will physically start work **within 12 weeks** and complete them to the required standard within a reasonable period of time.

#### Hazards Summary Table:

	Emergency Hazards	Significant Hazards
<b>Investigate potential hazard</b>	Within 24 hours	Within 10 working days
<b>Start safety works</b>	Within 24 hours	Within 5 working days
<b>Send written summary</b>	Within 3 working days <sup>1</sup>	Within 3 working days <sup>1</sup>
<b>Plan or start additional works</b>	Within 5 working days	Within 5 working days
<b>Physically start additional works</b>	Within 12 weeks <sup>2</sup>	Within 12 weeks <sup>2</sup>
<b>Satisfactorily complete works</b>	Within a reasonable time period <sup>2</sup>	Within a reasonable time period <sup>2</sup>

<sup>2</sup> Please note that specific start and completion dates will be provided within the written summary.

#### Appointment Communication:

Once an appointment has been scheduled, customers will receive a text message confirming the appointment date and estimated arrival time frame. A second text message will be sent on the morning (approximately 6am) of the scheduled appointment as a reminder. Subject to regional availability, a third text message will be sent to the customer when the operative is on their way. Customer's may also receive further communication via text message if an appointment is rescheduled or a follow-on appointment is required. For more information on how to report a repair and tracking the progress of a repair, please see Appendix 3.

**4.6** Our tenancy, license and leasehold agreements require customers to allow us (including appointed contractors) access to their home to carry out repairs at the agreed appointment time. If we are unable to gain access to carry out the repairs and the integrity of the property, its fabric and/or the safety of the customer or those in the vicinity of the property is compromised, we will take appropriate action to gain access to carry out the repair. This may include but is not limited to obtaining an injunction for access. If we are required to gain access this way, we will consider taking both immediate and retrospective action against the customer for the breach of their tenancy conditions. We may pass on the costs incurred by us taking this action to the customer.

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**4.7** Anyone working in our customer's home on our behalf is expected to meet our Code of Conduct (see Appendix 4). We will monitor the quality of our contractor's work and how they behave in our customers' homes. In return, we expect our customers to always treat our employees and contractors with respect.

**4.8** We aim to meet all our obligations to carry out repairs within statute and this policy. If we do not, our customers can contact us and inform us of this. We will respond to complaints regarding our repairs service in line with our Complaints policy and Customer Feedback procedure.

**4.9** We will monitor the quality of repairs through the completion of Customer Satisfaction Surveys, the results of which will be published on our website.

## 5. Further Information & Support

### Stock Transfers:

In some instances, specific transfer promises were made as part of a former stock transfer. If this is the case, Riverside will honour any promises that were made within a formal stock transfer agreement that was issued to customers.

### Right to Repair (Scotland):

Right to Repair covers a number of defined repairs identified under legislation, which if not completed within the target timescales allows the customer to seek an alternative contractor and compensation may be payable for non-completion of the works. Our Right to Repair leaflet provides further information on applicable repairs and is available on Riverside Scotland's web page.

### Related Policies and Procedures:

- Aids & Adaptation Policy
- Asbestos Procedure
- Compensation Policy
- Complaints Policy
- Customer Care Policy
- Customer Feedback Procedure
- Damp and Mould Policy
- Decant Procedure
- Driving to Work Policy
- Electric Vehicle Charging Point Process
- Electrical Management Plan
- Electrical Protocol
- Electrical Safety Policy
- Empty Homes Standard

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- Environmental and Sustainability Policy
- Equality, Diversity & Inclusion Policy
- Financial Redress Procedure.
- Fire Safety Policy
- Gas Management Policy
- Gas Protocol
- Health & Safety Policy
- Home Improvement Procedure
- Lone Worker Policy
- Our Planned Standard
- Procurement and Contract Management Policy
- Safeguarding Policy
- Warning Marker Procedure
- Water Safety Policy
- Work Attendance / Sickness Policy

## 6. Roles & Responsibilities

**6.1** Our responsibilities and our customers responsibilities are set out in our tenancy, leasehold and licence agreements.

**6.2** We will maintain a list on our website of our and our customers' responsibilities (see Appendix 2). However, it is always the law and the individual tenancy agreements that govern these responsibilities in each case, not this website list.

In particular:

- We expect our customers to treat their homes, and carry out repairs and maintenance, in accordance with the responsibilities set out in their tenancy or lease agreement. We will not normally undertake repairs which, under the tenancy or lease agreement, are the customer's responsibility (please see section below on 'Assisting our Customers').
- If Riverside undertake a repair which is deemed a customer's responsibility, Riverside will look to recover costs. If the repair is equal to or exceeds £109 but no more than £299, a flat rate cost of £109 will be raised and recharged back to the customer. If the repair is equal to or exceeds £300, Riverside will look to make a full recovery of repair costs. Both the flat rate and full recovery costs will move in line with the Customer Price Index (CPI). A repair will only be recharged if there is sufficient evidence. For a list of exemptions, please refer to Appendix 4.
- We will not normally undertake repairs to fixtures and fittings installed by our customers. If we do attend a customer's home and it is found to be a customer's own installed component, we reserve the right to recover the cost of the repair from the customer; if we cannot repair then we will replace it with a component from the Riverside specification.
- Where damage is caused by customers (or their family or visitors) to their home we will expect the customer to rectify it. If the customer does not do so, or does not do so

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to the required standard, we may carry out the repair and recover the cost of doing so from the customer.

**6.3** We know that occasionally our customers believe that we should undertake repairs and maintenance that, under the tenancy, licence, or lease agreements, are not considered to be Riverside's responsibility. These most commonly relate to:

- **Trees and Bushes:** At the start of the tenancy, Riverside will ensure they are at a reasonable height and span (taking into account proximity to paths/buildings, blocking light etc.), are not causing damage and are not significantly diseased. We will expect customers to then maintain trees at the height and span during the tenancy. Leaseholders should check their lease agreement to check on where responsibility for trees lies, as there can be variations depending on the agreement and where the tree is situated, for example within communal gardens tree maintenance is usually Riverside's responsibility or the responsibility of a managing agent.
- **Walls, Fences and Boundaries:** Riverside is responsible for boundary fences, this includes fences that lead onto a public right of way such as a road, field, waterway or car park. This also includes dividing fences that are between two properties.
- **Graffiti Removal:** Riverside will remove both offensive and inoffensive graffiti from property that it owns (dwellings, non-residential properties, walls or street furniture). There may be instances where a mural (decorative graffiti) has been created without our permission. In these circumstances, Riverside will consider whether it adds value to the neighbourhood and may consult with community leaders or resident groups to gather their feedback.
- **Mould and Condensation:** We ask our customers, where they can, to adequately heat rooms - the World Health Organisation recommends a room temperature of at least 18°C. Customers should also ensure that the ventilation units provided are switched on to eradicate the possibility of condensation and mould occurring. Customers who are concerned about the cost of energy bills can contact Riverside's Affordable Warmth Team for advice and support. If possible, we advise that our customers clear mould spots as soon as they appear using an anti-fungal cleaning product. If customers have attempted to clean the area and it continues to come back, it should be reported to us so we can arrange for it to be inspected and assess the underlying root cause. This only relates to social and affordable rent properties. Leasehold customers should refer to their individual lease. Please also refer to Riverside's Damp and Mould Policy for further guidance.

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- **Decoration:** Customers are responsible for decorating and maintaining decorative order within their homes. However, where we have completed a repair and that repair has resulted in damage to existing decoration, or an obvious and significant contrast between the repaired area and existing decoration, we will make good that area and decorate it or provide decoration vouchers for the customer. The nature and extent of the decoration will be solely at our discretion. This only relates to social and affordable rent properties. We have no such equivalent responsibilities in respect of leasehold homes.

#### 6.4 Assisting our Customers:

We recognise that some of our customers may need help when it comes to meeting their repair responsibilities. We may, entirely at our discretion, provide a service in addition to the statutory and contractual responsibilities, to assist our customers who may need support to meet the conditions of their tenancy. We will make this assessment based on the individual customer's needs at the point of the repair request, including whether there is anyone else who might reasonably assist them, and whether there are any immediate risks to their health or safety. This may include an extension to the scope of repairs which we carry out.

### 7. Risks

Risk Appetite	Risk Thresholds	Risk Indicators
<ul style="list-style-type: none"> <li>• We seek to avoid legal or regulatory breaches regarding Disrepair.</li> <li>• Abandoned repairs will be minimised by making repair appointments and communicating details of when repairs are due to be completed.</li> <li>• We seek to avoid any health &amp; safety concerns for our customers and others.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with all legal and regulatory requirements.</li> <li>• Compliance with all Asset Key Performance Indicators.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of Disrepair claims received.</li> <li>• Monthly monitoring of KPI performance.</li> <li>• Number of complaints received.</li> <li>• Customer satisfaction scores.</li> </ul>

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## 8. Appeals & Complaints

As detailed in the Regulator of Social Housing's Transparency, Influence and Accountability Standard, customers are invited to hold us to account for the decisions we make, that impact upon them, under this policy.

If a customer wishes to complain about the service they have received under this policy, this should be managed through our Complaint Handling Procedure, which is governed by the Housing Ombudsman's Complaint Handling Code of Practice. You can read our Complaints policy: <https://www.riverside.org.uk/about-us/our-policies/complaints-policy/>

These associated policies and procedures are available on our website at: <https://www.riverside.org.uk/you-your-home/customer-feedback/> or <https://www.riverside.org.uk/about-us/our-policies/>. You can also contact our Customer Service Centre for more information.

## 9. Equality, Diversity and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities and organisations, taking into account the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's [Equality, Diversity and Inclusion Policy](#) and has been subject to an Equality Impact Assessment.

## Appendix 1: Definitions

Term	Description
Responsive Repair	This is repair work carried out following a request from a customer, a customer's representative, or a Riverside employee. It rectifies, and makes good, a component, element or installation in a Riverside property or communal area for which we are responsible, when it is faulty or in a state of repair.
Planned or Cyclical Maintenance	This is work that is carried out on an agreed cycle and as part of our planned investment in our homes. This can be both substantial works carried out over a longer time frame. (E.g. upgrading fire systems, or door entry systems) or the cyclical repair or upgrade of components of a property or scheme (e.g. kitchens, roofing, windows and doors, gas appliance servicing).

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<p>Awaab's Law: Emergency Hazard (AL1)</p>	<p>Poses an imminent and significant risk of harm to the health or safety of an individual.</p> <p>Individual circumstances, including the age and physical and mental health of the customer, will be considered to assess the likelihood of harm materialising and the potential severity of that harm in the specific circumstances.</p> <p>Examples (not exhaustive):</p> <ul style="list-style-type: none"> <li>• Gas leaks.</li> <li>• Non-functional boilers.</li> <li>• Total loss of water supply.</li> <li>• Electrical hazards such as exposed wiring.</li> <li>• significant leaks.</li> <li>• Broken external doors or windows that present a risk to home security.</li> <li>• Prevalent damp and/or mould that is having a material impact on a tenant's health, for example their ability to breathe.</li> <li>• Significant structural defects or disrepair.</li> </ul>
<p>Awaab's Law: Significant Hazard (AL2)</p>	<p>Poses a significant risk of harm to the health or safety of an individual.</p> <p>Individual circumstances, including the age and physical and mental health of the customer, will be considered to assess the likelihood of harm materialising and the potential severity of that harm in the specific circumstances.</p> <p>Examples (not exhaustive):</p> <ul style="list-style-type: none"> <li>• Significant hazards relating to damp and mould.</li> </ul>
<p>Emergency Repairs (England) – (P1 - 12 hours)</p>	<p>Emergency repair requirements have an immediate health and safety risk to our customers, their home or their neighbours. We will respond to a request within 4 hours (via phone call or in-person) and complete a repair or carry out a temporary repair to make the situation safe within 12 hours of the repair being reported. If we carry out a temporary repair, we will return within a reasonable timeframe to complete the repair. This may include:</p> <ul style="list-style-type: none"> <li>• Complete loss of heating, electricity, hot water or water supply.</li> <li>• Follow on gas repair or carbon monoxide works.</li> <li>• Damaged or missing carbon monoxide detectors.</li> <li>• Blocked drains, or sewage overflowing into your home.</li> <li>• Burst plumbing or flood or leak that cannot be contained.</li> <li>• Blocked or Broken toilet.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Burst storage tanks, cylinders or pipes.</li> <li>• Damaged or failing electrical wiring, lighting or light fittings.</li> <li>• Problems with kitchen or bathroom lights.</li> <li>• Faulty lifts.</li> <li>• Problems with equipment installed as part of an adaptation (that Riverside has installed).</li> <li>• Any serious security issues, such as a front door that doesn't lock.</li> <li>• Blocked escape route.</li> <li>• Window jammed open or shut.</li> <li>• Unsafe, insecure or broken doors and windows, including front, back, communal and fire doors.</li> <li>• Faulty external or automatic doors, gates, or warden call systems.</li> <li>• Damaged or faulty fire safety equipment, or damaged fire safety signage.</li> <li>• Exposed / damaged asbestos containing materials.</li> <li>• Anything that may present an immediate health and safety risk.</li> </ul>
Emergency Repairs (Scotland)	<p>4-Hour Call Out:</p> <ul style="list-style-type: none"> <li>• Fire.</li> <li>• Gas leak.</li> <li>• Boiler fumes leak.</li> <li>• Water mains leak within property (or flat above).</li> <li>• No power.</li> <li>• Burst radiator (not a minor leak).</li> <li>• Insecure property.</li> <li>• Blocked or broken WC (if only one in property).</li> <li>• Community alarm failure.</li> <li>• Smoke alarm failure.</li> <li>• Health and safety related matters.</li> </ul> <p>12-Hour Call Out:</p> <ul style="list-style-type: none"> <li>• Water leak.</li> <li>• Part power failure.</li> <li>• Leaking radiator (not a major leak).</li> <li>• No hot water.</li> <li>• Faulty drainage.</li> <li>• Common stair lighting failure.</li> <li>• Major rain penetration through roof.</li> <li>• Safety related matters.</li> </ul>
Urgent Repairs (P2 -	<ul style="list-style-type: none"> <li>• Problems with general lighting within the property (excluding kitchen and bathroom which are classed as an emergency).</li> </ul>

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5 working days)	<ul style="list-style-type: none"> <li>• Severe, visible mould on internal plastered surfaces, such as ceilings or walls (please refer to Damp &amp; Mould Policy).</li> <li>• Equipment or debris in communal areas and bin chutes, or problems with removing waste materials.</li> <li>• Any hazard in communal areas, such as slip, trip and fall hazards, rodent infestations or damaged play equipment.</li> <li>• Problems with communal TV aerials.</li> <li>• Follow-on gas repairs.</li> </ul>
Routine Repair (P3 - 20 working days)	<ul style="list-style-type: none"> <li>• Repairs that restore normal function where temporary measures are not required to make the home safe (e.g., minor, containable plumbing issues such as a dripping tap or re-sealing around a bath or sink).</li> <li>• Internal joinery and fabric repairs that are not safety-critical (e.g., easing and adjusting internal doors, repairing kitchen unit hinges or drawer runners, minor plaster patch repairs, re-fixing loose skirting/architrave).</li> <li>• Mechanical ventilation repairs where there is no associated emergency or significant hazard (for example, an extractor fan fault without severe visible mould).</li> <li>• Removal of inoffensive graffiti to Riverside property.</li> </ul>
Planned Repairs (P5 - 40 working days)	<ul style="list-style-type: none"> <li>• Structural repairs include works that are essential to maintain stability and weather resistance in the main structural elements of a property. For example, floors, walls and roofs. Major works to these elements will involve replacement or substantial reconstruction of the component or element.</li> <li>• Services installations are works to building services where deterioration is such that the basic amenities in a property could be seriously impaired. For example, renewal of installations such as gas, electricity and water suppliers, heating, ventilation and lifts.</li> <li>• Complex repairs are categorised when an initial repair attendance results in a more complex or substantial work being required to complete the repair in full. These are longer duration repairs or replacements that require the arrangement of material, access to equipment or support from specialist subcontractors / services.</li> <li>• Notifiable asbestos works should be classified as major works. Non-notifiable asbestos works should be classified as standard unless the repair falls into a definition above.</li> </ul>

## Appendix 2: Responsibilities

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We will maintain the structure and exterior of your home including:

- The roof.
- Drains, gutters, and external pipes.
- External walls and doors, windowsills, sash cords, external window and door frames, catches and glass, including necessary painting and decoration.
- Internal walls, skirting boards, doors and door frames, floors, ceilings and plasterwork, but not including any decoration of these.
- Chimneys and chimney stacks and flues.
- Pathways and steps (when they are the main means of access to your home).
- Garages and stores (if included in your tenancy).
- Boundary walls and fences that are present at the start of your tenancy.
- Faulty locks to windows and doors (excluding lost keys).
- Washing lines (communal areas only).

We will maintain and working order the installations for room heating, water heating and sanitation and for the supply of water, gas and electricity, including:

- Basins, sinks, baths, toilets (but not the toilet seat), flushing systems and waste pipes.
- Electrical wiring, gas pipes and water pipes within the boundaries of the property.
- Water heaters, fitted fires and central heating installations (if a gas fire or any other fossil fuel appliance is installed as a secondary source, it will not be replaced).
- Sockets and light fittings that were present or installed at the time the tenancy started.
- Bathroom and kitchen light bulbs that were present or installed at the time the tenancy started.
- Smoke alarms which were present in the property at the time the tenancy started.
- Ventilation (extractor fans).
- Fire doors within communal premises, entrance doors onto communal walkway, and internal doors (flats only).

We must carry out annual inspections of gas appliances, pipework and flues and all properties must have a valid electrical safety inspection certificate (EICR) every five years.

We must take care to keep in repair the communal entrances, hallways, stairways, lifts, passageways, rubbish chutes and any, and all communal parts and areas, including electric lighting and septic tanks.

We will keep in repair and working order any adaptations that we have provided in the customers home, including stair lifts and hoists. We will not be responsible for anything

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installed by the customer or a third party (including any person or organisation that provides support to the customer).

We will not be liable for the repair of any of the items listed above, if the repair is necessary because of damage to, or neglect of the customers home by the customer (including any failure to comply with their tenancy agreement), or members of their household or visitors (please refer to section 5.2).

### **Customer Responsibilities:**

Customer's will tell us about any repairs that need to be done that are our responsibility as soon as they become aware of them. The customer will allow our staff, agents and contractors access to their home.

Customers will keep us informed about any changes to their individual or household circumstances, including but not limited to the following:

- Pregnancy
- Weakened immune systems
- Pre-existing health conditions
- Mental health conditions
- Mobility issues
- Time spent in doors

This is particularly important when reporting repairs to ensure that we are able to accurately assess the level of risk involved and therefore, how we must respond appropriately given the specific circumstances of a household.

Customer's will carry out any minor repairs to their home that are not Riverside's responsibility. This includes, but not limited to:

- Replacing or repairing any fixtures or fittings (such as locks and keys, hinges, glass in doors and windows, baths, toilets, sinks, and basins) which require attention due to misuse by the customer, or members of their household or visitors to their home.
- Decorating the inside of their home and keeping it in a reasonable state of decoration.
- Keeping all baths, sinks and cisterns, sanitary fittings and drains clean and unblocked.
- Renewing chains and plugs for sinks, baths and basins.
- Replacing light bulbs (where maintainable).
- Repairing and, if necessary, replacing gate catches, fireplace tiles and locks.
- Maintaining in a good state of repair any fixtures and fittings that the customer installs in their home (including cookers and electrical appliances).

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- Maintaining in a good state of repair all toilet seats.
- Replacing lost keys.
- Cleaning very small amounts of mould caused by condensation (if possible).
- Altering doors for carpets (unless flats within communal blocks).
- Filling small plaster cracks.
- Clothes posts and lines (unless communal).
- TV aerials (unless communal).
- All 'making good' and outstanding repairs when vacating a property.

The customer must keep their private garden tidy by cutting any grass regularly, keeping trees and shrubs trimmed and maintaining any flower beds.

Please be aware that repair responsibilities for Supported Housing customers will be covered by our 'Assisting our Customers'.

### **Pest Infestations:**

**Riverside's Responsibility:** If the infestation has been caused due to a problem with the design or fabric of the building, it is Riverside's responsibility to make safe and complete repairs. A P1 (Emergency Repair) will be raised to make safe and then a P3 (Routine Repair) to complete the repair. Riverside will be responsible for covering costs associated with pest control and property remediation, excluding special damages for customers.

**Customer's Responsibility:** If the infestation has not been caused by the design or fabric of the building, it is the customer's responsibility to resolve the matter and cover all associated costs. The customer may use local councils, low-cost services or private companies to help remove infestations.

### **Appendix 3: How to Report a Repair and Understanding the Progress of a Repair**

Riverside provides multiple ways for customers to report a repair. These options include:

- Calling our Customer Service Centre via telephone on 0345 111 0000 (available 24/7) or for legacy OHG customers, please call 0300 123 9966.
- Online via our website, or by using our Live Chat function.
- Online using our customer app – MyRiverside.
- Via email [ask@riverside.org.uk](mailto:ask@riverside.org.uk)
- Contacting their local Riverside representative.

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Following a repair request, customers will receive a repair confirmation via email or text message and are able to check the repair status via the MyRiverside app which can be downloaded from our website.

On the day that a repair is due to be completed customers may, subject to regional availability, be able to track where operatives are while travelling to their home for a repair appointment. This feature provides a real-time location and a method of two-way communication between the customer and operative during the journey, should there be a need for contact before arrival.

During the repair appointment, operatives will advise customers on the status of their repair, for example, if the repair is complete or if any follow-on works will be required.

#### Appendix 4: Code of Conduct and Expectations

Our contractors agree to meet our code of conduct. We expect them to:

- Keep their appointments or, if it is necessary to change them, do so and advise customers of this in good time.
- Carry and show an identification card bearing their name, the name of their employer, and a recent photograph of themselves.
- Work efficiently and tidily.
- Treat the customer and their home with respect.
- Be polite at all times.
- Clear up after themselves.
- If a repair cannot be resolved on first contact, a follow-on appointment will be agreed upon on-site between the Riverside contractor and customer.

Our colleagues and contractors have a right to feel safe while at work and may remove themselves from any situation if they determine it to be necessary.

In return, we ask our customers to:

- Provide Riverside and our contractors access to their home at the agreed appointment time – or change it as soon as possible if the customer is not going to be at home at the agreed time.
- Treat our staff and contractors with respect.

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- Check the contractor's identification card and if there are any concerns about the authenticity of the identity to call our Customer Service Centre immediately on 0345 111 000 or for legacy OHG customers, please call 0300 123 9966.
- Take children with them if they have to leave the property whilst the contractor is in their home.
- Refrain from smoking inside while the contractor is in their home.
- We ask that all non-contained pets (e.g. dogs, cats) are removed from the repair area.

### Period of Review:

Our policy review programme is driven by service improvement initiatives, changes to legislation, regulation, evolving good practice or feedback from customers and other stakeholders. Typically, we review policies on a three-year cycle. This policy will be maintained by the Performance & Improvement Team who will be responsible for all amendments to the document.

### Rechargeable Repair Exemptions:

- Damage to the property as a result of domestic violence, harassment or a hate crime.
- Forced entry by the Emergency Services in order to conduct a welfare check.
- A previously booked job which was then cancelled at the customer's request.
- Damage to the property as a result of a mental health episode which resulted in the customer being sectioned.
- Discrepancy in the amount initially agreed and the amount actually recharged.
- Damage to the property caused by a police raid which turned out to be a case of mistaken identity.
- A repair which was missed at the time of a void inspection and is reported by the new tenant. Void inspection photos must be reviewed to provide evidence that repair was pre-existing.

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