

Repairs Policy

1. Introduction

- 1.1 This policy explains our approach to providing a repairs service that is accessible and meets our customers' needs and should be read in line with tenancy and leasehold agreements.
- 1.2 Where customers have a specific, contractual individual responsibility for repairs, we outline this within individual tenancy and leasehold agreements.
- 1.3 A2Dominion provides both a responsive repairs service (i.e. where we carry out work in response to a customer request) and a planned and cyclical works programme (where we carry out cyclical works to upgrade and improve things such as kitchens and bathrooms). This applies where we have a responsibility to maintain the external and/or internal structure of properties, including fittings and services. The responsive repairs service complements our planned and cyclical programmes to ensure our homes are well-maintained and meet the needs of our customers.
- 1.4 A 'responsive repair' is day-to-day maintenance work carried out in response to a request from a customer or other individual, which addresses works to maintain a home, building or a component within it (e.g., lifts, gates, fire alarms) until the next cycle of planned programmes. So, for example, it would be a repair to a kitchen drawer (responsive) rather than the replacement of a whole kitchen (planned). We will replace like for like or nearest match possible.
- 1.5 This policy should be read in conjunction with the Damp, Mould and Condensation Policy, Decant Policy, Prioritisation Policy and Latent Defects Policy.
- 1.6 If we discover that the repair needs major or complicated work, like replacing a whole part, once we've made the issue safe, we'll pass it on to the Asset Department. We'll keep the customer updated and agree on a completion date based on how much work is needed.
- 1.7 This policy meets the Regulator of Social Housing's Safety & Quality Standard, the



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Building Safety Act 2022, Awaabs Law. and supports the Homes (Fitness for Human Habitation) Act 2018.

2. Policy aims and objectives

2.1 This policy explains how we'll provide a repairs service that's easy to access, deals with issues promptly, and meets the needs of all our customers.

2.2 This policy applies in full to the following areas:

- Customers living in social housing (including specialist housing)
- Homes for intermediate, affordable and private rented accommodation.

2.3 We will not carry out repairs:

- For leaseholders, where the lease clearly states that the repair is their responsibility.
- In homes owned by private landlords but managed by A2Dominion as temporary accommodation, this policy applies only if the lease clearly states that repairs are the landlord's responsibility. If needed, our Temporary Accommodation Team will work with the landlords to make sure the policy is followed.
- In cases where A2Dominion manages and owns a property that has a superior landlord who is responsible for some or all the repair obligations, for example where a freeholder owns the building and is responsible for maintaining some parts.
- If, as a homeowner, your home is within the new home defects period - the builder will provide you with details on who to contact for the repair.

2.4 In emergency cases, we may undertake a repair that is not our responsibility to address health and safety concerns. In such circumstances, we will seek to recover the cost of the work if appropriate to do so.

2.5 We may recharge customers for a repair if they:

- Request repairs which are their responsibility.
- Have deliberately caused damage to the item for which they are requesting a repair.
- Have failed to report a repair that has then escalated to a substantial repair that could have been avoided.

- Miss an appointment or refuse access when reasonable notice has been given, as stated in their tenancy or lease agreement.

3. Responsibilities

- 3.1 This outlines the respective responsibilities of A2Dominion and customers in relation to repairs and maintenance:
- 3.1.1 A2Dominion is responsible for maintaining the structure, exterior and key services of the property, as well as communal areas.
- 3.1.2 Customers are responsible for certain repairs and maintenance within their home, as set out in their tenancy or lease agreement.
- 3.2 A detailed breakdown of responsibilities is provided in Annex 1 at the end of this policy. This annex is informed by our published guidance on our customer website: [What am I responsible for repairing in my home?](#)
- 3.3 Where there is any uncertainty, the terms of the individual tenancy or lease agreement will take precedence.

4. Reporting a repair

- 4.1 Under the tenancy or lease agreement, customers must let us know straight away if they notice a repair or breakdown that we're responsible for fixing. Reporting repairs quickly helps us keep homes in good condition and ensures they're fixed without delay.
- 4.2 Customers can report a repair through a variety of methods including:
- Logging in to **My Account** on our website a2dominion.co.uk/myaccount
 - Using our **Live Chat** service a2dominion.co.uk/contact-us
 - Calling us on **0800 432 0077** to speak with a member of our Customer Contact Centre
 - Visiting us in person at any of our offices.
- 4.3 We also provide an out of hours service for emergency repairs, ensuring customers can contact us and receive urgent assistance outside of normal working hours.
- 4.4 If a customer requests a repair, we'll work directly with them or whoever they've chosen to speak on their behalf. This arrangement will be limited to matters relating to the specific repair request.

- 4.5 All repairs, except 'emergency' and 'communal' are booked with the customer when they're reported, wherever possible. If no suitable appointment is available at the time, we'll contact the customer to arrange one. If we don't hear back, then we will follow our cancellation process.
- 4.6 All communal jobs raised will be subject to the same priority timescales as outlined below.
- 4.7 If a customer has any support or communication needs, they should let us know so we can get in touch in the way that works best for them.
- 4.8 When booking, or recording a repair, we will assign one of 4 possible repair priorities:

Category	Response Time	Examples
Emergency repair	Make Safe within 24 hours of first report (not appointed)	<ul style="list-style-type: none"> • Complete loss of power • No cold water supply • No heating or hot water during the winter • A leak that cannot be contained or causes an electrical risk • Significant mould growth • Doors or windows that aren't safe or secure, or could cause someone to fall from a height. • Only toilet being broken • A lift not working (where this is the only lift serving all floors of the building) • Smoke and/or carbon monoxide alarms (continuous noise)

Category	Response Time	Examples
		<ul style="list-style-type: none"> Exposed/damaged asbestos Anything else that may present a serious health and safety risk
Damp and mould hazard repair	Within 5 working days of inspection.	Damp and mould related works required to make a significant hazard safe, following the initial investigation.
Standard Repair	Within 20 working days for repair to be completed.	Routine repairs
Planned / Minor Works	Works to have started within 90 working days , following an emergency or standard repair to make safe	Larger works that may require multiple trades/contractors. Including fencing, window, roofing works.

4.9 In circumstances, where there is an immediate risk of life, such as suspected gas leaks, fire, or structural collapse, customers must contact the appropriate emergency service without delay.

- For gas-related emergencies, customers should call the **National Gas Emergency Service on 0800 111 999**.
- For all other life-threatening situations, customers should dial 999.

These actions must be taken prior to contacting A2Dominion, to ensure safety is prioritised.

4.10 When booking or recording a gas, heating or hot water-related repair, A2Dominion will assign this as a repair priority (as per section 4.8).

- **Uncontainable leaks** are treated as emergency repairs due to the risk of serious harm or property damage. These are prioritised for immediate action and will attend within 24 hours.

4.11 We will offer customers a reasonable choice of appointment times to help reduce disruption. We try to be flexible, but sometimes, such as during extreme weather or busy periods, there may be fewer options. If that happens, we'll explain the situation and work with the customer to find the best possible solution.

Category	Response time
Morning	Between 8am and 12pm. For domestic gas this is 8am and 1pm
Afternoon	Between 1pm and 5pm. For domestic gas this is 1pm and 6pm
All day	Between 8am and 5pm. For domestic gas this is 8am and 6pm

- 4.12 Following our Prioritisation Policy, we'll try to fast-track repairs for customers in vulnerable situations whenever we reasonably can. We'll agree the timescales with the customer based on their needs and the type of work required.
- 4.13 We'll try to find out if a customer is in a vulnerable situation when we first speak to them. We do this by encouraging them to share anything that might affect how we prioritise their repair. For more details on how we support and prioritise services for customers with vulnerabilities, please see our Prioritisation Policy.

5 Undertaking a repair

- 5.1 Wherever possible we'll make sure, at the earliest opportunity, that customers are advised of any changes or delays to their appointment.
- 5.2 We may offer compensation in line with our Compensation Policy. This could include a fixed payment to recognise any inconvenience caused, and larger payments may be considered if there have been repeated service failures or a significant impact on the customer. All decisions will be fair, consistent, and follow Ombudsman guidance to make sure customers receive a suitable outcome.
- 5.3 Planned and cyclical works are planned several years in advance. We will write to customers in advance to let them know when planned works are scheduled.
- 5.4 Wherever possible we'll provide all contractors with the necessary information needed to carry out the repair including any customer requirements as set out in section 4.12. in [reporting a repair](#).
- 5.5 We require contractors working on our behalf to:
- Show identification to the customer
 - Behave appropriately whilst in the customer's home, showing respect for both the customer and their belongings.

- Remove any rubbish and ensure the area they have worked in is left clear and tidy.
- Comply with relevant health and safety legislation and safe working conditions.

5.6 If we require emergency access to a property to remedy a serious health and safety risk, or if we believe that a customer is incapacitated or has died in the property, we may be required to force entry or alert the emergency services.

6 Our service standards

6.1 A2Dominion strives to deliver a consistently high service to our customers and to ensure that we meet our responsive repairs customer service standards. Our service standards are available on our customer website or hard copy on request.ⁱ

6.2 We're committed to providing a high-quality service, working with our contractors. All our contractors work to an agreed code of conduct that outlines the standards we expect from them.

6.3 Contractor performance and service outcomes

6.3.1 We monitor how contractors are performing through strong management processes. This includes regular reviews, performance reports, and clear service agreements. These steps help make sure contractors deliver services to the standards we expect.

6.3.2 The quality of contractor performance contributes to overall service outcomes, which are reflected in our Tenant Satisfaction Measures (TSMs). These include:

- Satisfaction that the home is well-maintained
- Satisfaction with the repairs service
- Satisfaction with the time taken to complete repairs
- Total time taken from repair reporting to completion
- Percentage of urgent repairs attended to within 24 hours
- Percentage of jobs completed as a first-time fix.

6.4 While TSMs are not used to directly assess individual contractors, they provide valuable insight into how contractor performance affects resident experience and service delivery.

- 6.5 We carry out a post-work inspection framework across our repairs service to check the quality of completed work and how well contractors are performing. This framework is flexible and based on the level of risk and complexity of each repair.
- 6.6 How often and how we carry out inspections depends on the level of risk, the contractor's past performance, and the resources we have available. This helps make sure our inspection process stays effective and manageable.
- 6.7 Our post-work inspection framework is part of our wider contract management approach and helps us make sure repairs are high quality and meet customer expectations. It also helps us spot patterns, fix recurring problems, and keep improving our service.
- 6.8 A2Dominion has zero tolerance towards abuse of staff or contractors from customers or their visitors. Everyone is expected to treat staff with dignity and respect. Aggressive, threatening, discriminatory, abusive, or insulting behaviour will not be accepted, and we will take appropriate steps to protect our staff and contractors from such behaviour.

7 Consultation

- 7.1 We have consulted with our repairs and maintenance, building safety and property development teams and will share this policy with customers for scrutiny.

8 Equality, Diversity & Inclusion Statement

- 8.1 A2Dominion Group, colleagues, partners, stakeholders and contractors are committed to providing services, which are relevant and appropriate to the needs of people. We will treat others fairly and without discrimination.
- 8.2 We will ensure that all our services relating to this policy are accessible and available for all customers as set out in the requirements of the Equality Act 2010.
- 8.3 We have carried out an equality impact assessment (EIA) on this policy with no changes/action needed.

9 Data Protection Statement

- 9.1 The protection of personal data is of great importance to A2Dominion Group and more than just a legal obligation.
- 9.2 A2Dominion Group and affiliate organisations are the data controllers registered with the ICO with the following registration numbers:

- A2Dominion Housing Group Limited: Z4843307
 - A2Dominion Homes Limited: Z9799978
 - A2Dominion South Limited: Z7835340
 - A2Dominion Housing Options Limited: Z5412073
 - A2Dominion Residential Limited: Z3391351
 - A2Dominion Developments Limited: ZA103931
 - Pyramid Plus London LLP: Z3594227
 - Pyramid Plus South LLP: Z3594230
- 9.3 Our data protection policy and procedures are governed by the Data Protection Act 2018. We collect and process personal information in order to provide housing services and meet our contractual and legal obligations. All persons authorised to receive personal data are obliged to handle personal data in accordance with applicable laws and regulations at all times.
- 9.4 For information on how we collect, store, process and use customers' personal data, please visit our website on a2dominiongroup.co.uk/privacy-and-cookie-policy
- 9.5 For employee related privacy statement, please contact our People Services team at people.support@a2dominion.co.uk.
- 9.6 You can also contact the Data Protection Officer / Data Compliance team at governance@a2dominion.co.uk

10 Associated documents

- Customer Recharge policy
- Damp and mould policy
- Prioritisation policy
- Decant Policy
- Latent Defect Policy
- Safeguarding Adults policy
- Safeguarding Children policy
- Repairs Matrix
- A2Dominion's service standards
- Complaints Policy

Annex 1

Examples of A2Dominion and Customer responsibilities:

Repair/item	A2Dominion Responsible	Customer Responsible
Structure (walls, roof, external doors/windows)	✓	
Internal doors and handles		✓
Central heating system (provided by A2Dominion)	✓	
Burst or leaking pipes (not caused by misuse)	✓	
Skirting boards and plasterwork	✓	
Window catches, sash cords, window frames	✓	
Banisters	✓	
Kitchen units (provided by A2Dominion)	✓	
Air vents and extractor fans (installed by A2Dominion)	✓	
Sinks, baths, toilets, shower tap washers	✓	
Vinyl flooring in kitchens/bathrooms (A2Dominion provided)	✓	
Chimney stacks and flues	✓	
Communal areas	✓	
Minor repairs and replacements (e.g. light bulbs)		✓
Replacing fuses, plugs, toilet seats/chains		✓
Telephone points, TV aerials, satellite dishes*		✓
Washing machines and plumbing (resident's own)		✓
Cookers and gas appliances (customers own)		✓
Replacing door keys/changing locks (if locked out)		✓
Adding extra locks or security devices		✓
Dealing with infestations (insects/animals)	✓	
Damage caused by customer/visitors		✓

Damage caused by condensation, smoke, or fire		✓
Damage from overflowing baths/sinks (if customers fault)		✓
Damage from break-in (unless reported to police)		✓
Replacing carpets/floor coverings (customers own)		✓
Regularly checking smoke alarms/heat detectors		✓
Replacing batteries in smoke alarms		✓
Cleaning window catches/restrictors		✓
Planned/major works (kitchen, bathroom, boiler replacement)	✓	

*If shared/communal, A2Dominion may be responsible.
