

Policy name: Responsive Repairs Policy and Procedure	
Section:	Property Services
Exec responsible:	Director of Property Services
Review by:	Director of Property Services
Tenant review:	No
Authority to amend:	Chief Executive
Frequency of review:	Every 3 years
Last review:	October 2025
Next review:	October 2028
Responsibility for delivery:	Property Service Team
Strategy:	Asset Management Strategy
Associated risk ID:	R2 - Failure to meet legal and regulatory requirements R4 - Loss of key stakeholder support and reputation R8 - Inadequate and/ or ineffective customer service support and engagement R9 - Health and safety failure or neglect R10 - Poor stock condition adversely impacts customer satisfaction
Health & safety:	
Equality & diversity:	Repairs are undertaken in line with the repairs categories/priorities and check the individual residents' EDI circumstances alongside our equality and diversity policy.
Associated costs and value for money:	VfM is gained from identifying the correct route to undertaking the appropriate level of works. Benchmarking is gained from the use of NHMF SoR for internal operatives and external contractors.
Associated documents:	Asset Management Policy Health and Safety Policy Healthy Homes Policy.

VERSION CONTROL			
Version Number	Sections Amended	Date of update	Approved by
1.0	First issue in new template	April 2014	CE
1.1	Minor changes to online reporting and staff structure	August 2018	CE
2.0	Changes to reflect new posts and mobile working	August 2018	CE
4.0	Full review, incorporating previously separate policy documents for; repairs reporting, out-of-hours repairs and chargeable repairs	October 2025	CE

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1. Introduction

Cornerstone Housing Ltd offers affordable, good-quality, rented and shared-ownership homes across Exeter, and the surrounding areas. Every year we strive to build more homes to meet the growing need for affordable Housing across our geographical region. We are committed to ensure all properties meet a minimum energy efficiency rating of a grade C by 2030, through undertaking thermal retrofit improvements to all properties which require it.

At Cornerstone we believe the 'Home' is what makes everything else possible. By offering safe, secure, warm, well maintained, affordable homes, we open the door to communities being built on good health, good work and good education, whilst being surrounded by a conducive environment.

Through this policy, Cornerstone commits to:

- Being open, fair and transparent,
- providing a good-quality resident focused maintenance service,
- treating all residents fairly and with respect,
- making the best use of our available resources,
- maintaining homes in an efficient way,
- providing a framework to inform and train staff, residents and board members on how response repairs are managed in the company,
- meet legislative and regulatory requirements,
- support the corporate vision, values, objectives and service standards,

We currently do not have any sheltered or supported housing schemes within our housing stock.

2. Policy Aim

Cornerstone are committed to maintaining its properties to the appropriate standards, and to provide a maintenance service which meets the needs of our residents. Cornerstone's approach and commitment provide the assurance that we meet our statutory and contractual responsibilities. At Cornerstone, we know that maintenance is a priority for our residents and for increasing the longevity of our housing stock, which is why the repair service is so important. Our aim is to deliver a straightforward and cost-effective service which suitably supports our residents when building components fail, whilst also extending the life of the whole property.

3. Legislation, Regulation and Strategic Alignment

In delivering its repairs service, Cornerstone Housing must comply with relevant legislation and with the social housing regulatory framework, including the Cornerstone's Big Plan and Greener Ways strategies.

The main areas of legislation relevant to this policy and the delivery of repairs include:

- Defective Premises Act 1972
- Health and Safety at Work Act 1974
- Building Regulations Act 1984
- Landlord and Tenant Act 1985
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Management of Health and Safety at Work Regulations 1999

- Housing Act 2004
- Fire Safety Order 2005
- Housing Health and Safety Rating System 2006
- Decent Homes Standard 2006
- Control of Asbestos Regulations 2012
- Data Protection Act 2018
- Fitness for Habitation Act 2018
- Fire Safety Act 2021
- The Procurement Act 2023
- Awaab's Law 2025

This policy will ensure that Cornerstone Housing delivers prompt and effective repairs to all of our residents. We will strive to keep residents' homes in good repair and use our stock-condition data to plan and programme component replacements. We shall ensure that residents know how to report a repair, how we action repairs and the given timescale for each category. Throughout this process, we shall keep residents at the centre of what we do.

There is a range of legislation, regulations and guidance relating to the standard for housing and provision of maintenance services. Specifically, Cornerstone will:

- keep the structure and exterior of properties in a good state of repair
- maintain and repair any Cornerstone responsible installations for space heating, water heating and sanitation and for the supply of water, gas and electricity
- keep the common entrance, halls, stairways, lifts, passageways, rubbish chutes and any other common parts, in a good state of repair
- keep the exterior of the property and any common parts in a good state of decoration.
- ensure that residents' homes meet the Decent Homes standard through routine stock condition assessments
- Identify whether Category 1 or 2 hazards exist (as defined by the HHSRS) and work to remedy and eliminate them
- Investigate CAT 1 and 2 Hazards in alignment with Awaabs law, send the resident a written report and take the relevant action within prescribed timescales
- provide a prudent, planned approach to repairs and maintenance of homes and communal areas
- provide a value for money repairs and maintenance service homes and communal areas that respond to the needs of, offer choices to residents, and have the objective of completing repairs and improvements right first time.

Responsive repairs are those that our residents have informed us about or that our staff have identified during visits to their properties or during estate visits.

4. Service Delivery

Our repairs service is delivered by our own direct labour force or approved contractors. An appointment service operates for all repair works (except for communal repairs)

We shall offer customers the following time slots for repairs.

- Morning appointments are scheduled between 8:00 – 12:00
- Afternoon appointments are scheduled between 12:00 – 16.00

- Out of hours make safe service is between 16.00 – 8:00

For Morning and afternoon services, we shall, if requested, “avoid school run times”. If residents request a particular time slot we shall endeavour to meet their request.

Our Repairs team will schedule repairs and book them in, allowing for travel time and relevant trade availability. If we need to respond to emergency works and have to move operatives from scheduled works, residents will be contacted and new appointments will be offered at their convenience.

When external contractors deliver repairs, we will ensure the same level of communication and service is provided to our residents. The property service manager will monitor this performance.

Repair responsibilities for both Cornerstone and residents are detailed within the tenancy agreement. This list is not exhaustive but should be used as a guide when repairs are required to resident's homes. Where repairs are required as a result of damage caused by the residents or any visitors these repairs will be recharged in line with our rechargeable guidelines. Further information relating to our repairs service is available on our website and within the tenancy agreement.

Should a resident wish to make alterations to their home, they must make an application in writing to carry out the works. The request will be assessed, and Cornerstone will confirm with their approval or otherwise to undertake such works. In some instances, approval will be subject to a number of conditions that must be met before undertaking works. Where a residents carries out unauthorised works in their home, we may take appropriate action as detailed within your tenancy agreement.

5. How to report a repair

- Via Telephone to our Repairs team
- Via Email to our central email address
- by writing (email or SMS).
- Face to Face to any member of staff.
- Via our website reporting form

Repairs are also identified through Stock condition surveys, estate inspections, and via staff from all departments who visit residents' homes.

Outside of normal working hours 9.00am to 16.00pm, we work with a partner contractor to provide an out-of-hours service. To access this, please call 01392 273462 option 1, and you will be transferred to a call taker.

The “Out of Hour Service” operates from:

- Monday to Friday between 16:00 and 9:00.
- Weekends between Friday 16:00 and Monday 9:00.

The out of hour's service will also operate on public holidays, Christmas and other closure periods.

This service will only address emergency issues that are likely to be a risk to the customer, if left unattended, will cause damage to the property, and could be a Hazard to a vulnerable person under Awaab's law.

If the out-of-hours service deems your property unsafe due to emergency damage, suitable temporary accommodation will be arranged until we can repair the hazard and damage.

Residents responsibilities.

It is the responsibility of the residents to:

- Report the need for repairs as soon as possible
- Allow prompt access for inspections, repairs and servicing.
- Take care of their home and make sure that they, members of the household and visitors do not damage or misuse it
- repair or replace anything in the home that they or anyone else has either damaged or not taken proper care of using professional tradespeople. This includes:
 - glazing, internal doors, locks and keys
 - washbasins, bath, WC pan and seat,
 - kitchen units and worktops
 - Utility meters and meter boxes
- repair or replace anything in their home or garden that they fitted or installed, or that was gifted to them, or they took responsibility for when they moved in
- ensure the condition of the home does not deteriorate because of carelessness or general neglect. Keep the inside of the home in good decorative condition
- Not to paint the exterior of the home or any internal fixtures or fittings such as kitchen units, gas fires and windows without written permission.
- carry out minor maintenance tasks such as:
 - changing standard lightbulbs
 - replacing shower curtains.

6. Repairs prioritisation

The property services team will diagnose and categorise repairs as they are reported, and prioritise the response based on their priority.

Repair Category	Attendance timeframe
Out of Hours (Emergency) (RR01)	Within 24 hours of notification
Emergency Repairs (RR02)	Within 24 hours of notification
Urgent Repairs (RR03)	Within 5 working days from notification
Routine Repairs (RR04)	Within 28 working days from notification
Major Repairs (RR05)	Within 90 calendar days from notification

Repair Category	Definition	Examples
Out of Hours (RR01)	We class a repair as an emergency if it poses an immediate risk to your safety or may cause major damage to your home.	<ul style="list-style-type: none"> • The home is unsafe due to vandalism, a racial attack or domestic violence. • Faulty door entry system preventing access in or out of the building (we will carry out a temporary repair to restore access). • Blocked drains causing water to back up into sinks, baths or toilets. • No cold-water supply. • No heating or hot water between 30 September and 31 March. • Toilet not flushing, if it is the only toilet in your home. • Complete loss of electricity. • Unsafe power supply, lighting sockets or electrical fittings. • No lighting in shared staircases. • Storm, accident or flood damage to the building. • Faulty lift • Broken window glass that poses a security or safety risk. • Obscene or racist graffiti in shared areas. • HHSRS Category 1 Mould eradication • Awaab's law severe hazards
Emergency Repairs (RR02)		
Urgent Repairs (RR03)	These repairs may not be emergencies, but they need to be dealt with quicker than Routine repairs to prevent further problems.	<ul style="list-style-type: none"> • No electricity to part of your home. • No water supply to part of your home. • No heating or hot water between 1 April and 30 September. • Door entry system not working (full repair). • Tap that you can't turn off. • Loose or detached banister or handrail. • Rotten floorboards or stairs. • Non-emergency roof, gutter or downpipe leaks that are causing damp. • Replacing windows, we are responsible for. • Fixing mechanical extraction. • Unsafe doors or windows (not an emergency). • Loose or broken floorboards posing a hazard. • Dangerous falling plaster. • HHSRS Cat 2 Mould eradication
Routine Repairs (RR04)	These are less urgent repairs that still affect your comfort or the condition of	<ul style="list-style-type: none"> • Replacing storage tanks. • Replacing broken immersion heaters or sanitary fittings that don't work or are unhygienic. • Repairs to wastewater pipes, faulty taps or ball valves.

	your home.	<ul style="list-style-type: none"> • Faults with central heating not classed as urgent. • Replacing outside windows or doors. • Clearing blocked gutters and downpipes. • Minor repairs to steps or staircases. • Removing non-offensive graffiti. • Fencing that leads on to a pedestrian route • Mould source remediation works (Eradication is to be completed as a RR02 or RR03) • Any other repairs that affect comfort or safety but are not the tenant's responsibility.
Major Repairs (RR05)	For instances where one or more components need to be replaced and it can't wait for the planned programme, and it is affecting the Home Decency. These are for in collaboration with Housing.	<ul style="list-style-type: none"> • A full kitchen or bathroom component needs 60%+ replacing. • Poorly performing Heating system, which will only improve by replacement.

Each repair will be assessed against a range of criteria, including health and safety, security and vulnerability, and in most instances, an appointment for the works will be agreed with the resident.

7. Rechargeable Repairs

In rare instances, we reserve the right to recharge for repairs we have had to make or for visits we have completed. Whilst we would seek to avoid taking this action, by expecting the residents to put right the issue themselves, for example, we will consider doing so in the following circumstances: -

- A resident reports a job as an urgent or emergency job that does not fit the description in section 5 categories RR01 & RR02 of this document.
- Damage has been deliberately made by a resident, or that has been allowed to be made by the residents, that we are required to repair to ensure the safety of our residents, the general public, or to maintain the integrity of the house, its garden, yard or any outbuildings.
- To rectify unapproved changes to the property and its fixtures and fittings that we are required to put right to ensure the safety of the residents, the general public, or to maintain the integrity of the house, garden, yard or any outbuildings.
- To rectify modifications to the property undertaken by the resident, but without permission.
- Any of the above issues that we are required to complete to relet the property once the resident terminates their tenancy, including clearance of items left behind.

In these circumstances, recharges will be calculated using the current National Housing Federation Schedule of Rates. These rates cover labour and material charges for each type of repair that Cornerstone and our maintenance partners provide. We will also include VAT and a charge to cover our administrative costs, equating to 15% or a £30 maximum. The calculation of recharges, therefore is as follows:

SOR code + VAT + 15% or £30

Worked Example to Replace a missing or damaged internal door (not fire rated)

SOR Code	Short description	Long Description	SOR Cost	Vat	Admin	Total
CA5467	DOOR: RENEW INTERNAL DOOR	Door: Renew internal door with any size or type to match existing, hang new door on 1 no. pair of 100mm steel butt hinges, all ironmongery, make good to existing finishes and decorate.	£159.71	31.94	£30	£221.68

Where there is evidence of customers misusing the Out of Hours service, a call out fee of £30 will be applied to the recharge.

Charges will be reviewed periodically and adjusted where necessary to ensure our costs are covered per recharge. Due to the nature of some repairs, it may not be possible to provide an exact cost of the required materials at the time the repair is initially reported. In such cases, an estimate will be given, and the customer will be informed that the cost of the materials element of the repair is subject to change. The materials required to carry out the repair will be sourced via Cornerstones approved suppliers to ensure that meet the quality standards necessary.

In some exceptional circumstances, particularly those where the repair involves replacement of material components, customers may be informed that the costs are an estimate, and there may be additional unforeseen works. The final costs will be readjusted accordingly. The estimate may be reduced if not all anticipated works are required.

For properties going through the empty homes process, where customers have already vacated the property, they will be charged the actual costs of the works based on the current National Housing Federation Schedule of Rates (SOR). These customers, wherever possible, will have been given the option to rectify any rechargeable works at the Moving Home Inspection. No recharges at void will be valid without clear photographic evidence.

As a general rule, chargeable repairs will not be carried out until they have been paid for by the tenant. The only exception to this is where not doing the repair would cause danger to life or property or where the repair is a functional necessity e.g. a blocked toilet and the tenant does not have the means to pay for it immediately. In these cases, the repair would be done and the tenant invoiced afterwards.

Where damage has been caused by an unknown third party and the customer provides a crime reference number, Cornerstone Housing may waive the repair charge at its discretion. Furthermore, where there is evidence of domestic violence, as part of our overall support, we will also consider waiving charges without the need for a crime reference number.

Cornerstone Housing has the discretion to waive repayment in certain exceptional circumstances, such as the vulnerability of the customers. Such discretion will rest with the Property Services and Housing Managers (jointly) at first point of contact. Depending on the value further approval maybe required by the Director of Housing and Director of Property Services.

8. Controls and Reporting

At times, jobs require a pre-inspection before the repair appointment can be made, so we can ensure everything that needs to be completed is identified when the operative attends. The pre-inspection will be used to establish the extent of the works and the time needed to where possible, complete the job first time, safely and efficiently. A pre-inspection will be carried out by a surveyor, supervisor or other nominated contractor representative. Following the visit to the property, the repairs team will advise the resident on the required repair and the timeframe for completion, based on its priority.

To monitor the quality of the repairs service, Cornerstone should undertake transactional resident satisfaction surveys for each repair, together with more general resident satisfaction monitoring that includes measures for the repair service. This information is used to continually review and improve the service provided.

Cornerstones Property Services Supervisors, Surveyors and management team will conduct a minimum percentage 10% of live and post inspection surveys on repair jobs to ensure both quality and safety has been maintained during and following the works, whether the works are completed by contractors or our inhouse operative team.

Table of monitoring undertaken - Controls

The table below identifies the area, owners and frequency that monitoring will be reviewed at what level in the organisation.

Controls	Frequency	Responsible (Job role)	Reported to:
Review of Repairs WIP	Weekly	Scheduling, PSS	PSM
Review of Damp & Mould WIP	Weekly	Scheduling, PSS	PSM
Review of Voids WIP	Weekly	Scheduling, PSS	PSM
Review of Planned WIP	Weekly	Scheduling, PSS	PSM
Review of Compliance WIP	Weekly	CM	PSM & DoPS
Review of Disrepair WIP	Weekly	Scheduling, PSS	PSM & DoPS
Review of Live inspections	Monthly	PSS, PSM, CM	DoPS, Committee/Exec Team
Review or Post inspections	Monthly	PSS, PSM, CM	DoPS, Committee/Exec Team
Review of all WIP	Monthly	PSS, PSM, CM	DoPS, Committee/Exec Team
Resident feedback	Monthly	PSS, PSM, CM	DoPS, Committee/Exec Team
Repairs performance	Quarterly	DoPS,	DoPS, Committee/Exec Team

WIP = Work in progress
PSS = Property Services Supervisor
PSM = Property Services Manager
CM = Compliance Manager
DoPS = Director of Property Services,
Committee / Executive Team / Board

The performance of Cornerstones' responsive maintenance service is regularly monitored, with performance indicators reported to the Board, Executive Team and Residents Engagement Panel and focuses on repair performance and residents' satisfaction with the service. A range of operational indicators are used to provide insight into how the service performs in terms of cost and quality and this is complimented with additional metrics where required.

Cornerstone takes any dissatisfaction with its repairs service, or performance of its contractors, seriously and always welcomes feedback. If residents are dissatisfied with our service our Customer Service Team will support residents and try and help resolve the matter. Formal complaints regarding a repair, or the conduct of any contractors, will be dealt with via Cornerstone's complaints and customer feedback policy.

9. Right to Repair

Section 96 of the Housing Act 1985 (as amended) gives residents the "Right to Repair". Tenants have the right to have certain urgent minor repairs carried out where the repair may affect health, safety or security. If Cornerstone do not undertake the repair within the target time, nor complete the repair after a second request, residents may be entitled to compensation. It should be noted that the "Right to Repair" does not give residents the right to carry out a repair and then seek compensation from Cornerstone.

10. Equality, Diversity, and Inclusion

Cornerstone recognises that it serves a diverse range of residents, some of which may require additional services or for services to be delivered differently.

Cornerstone will strive to provide a fair and equal service and consider a tailored approach to eliminate any discrimination either directly or indirectly. This may include.

- A person's ability to access services, in line with the Equality Act 2010.
- Working with residents and contractors to seek alternative methods of communication and where possible apply reasonable adjustments either on a permanent or temporary basis
- Where there is a safeguarding concern, we will make referrals to the appropriate partnering agencies, medical professionals and or social services.

Appendix A – Service Standards

Repairs and maintenance	Cornerstone Housing		Residents	
	✓	Provide you with a convenient way to report your repair	✓	Inform us of any repairs that need doing to your home
✓	Offer flexible appointments to carry out your repair	✓	Give our employees access to your property to carry out any necessary work, including your annual safety checks	
✓	Be polite and respectful when carrying out work in your home			
✓	Where possible, carry out your			

		repair on the first visit		
	✓	Make you aware when we are unable to complete your repair at first visit and keep you updated on progress		
	✓	Undertake a regular programme of improvements and keep you informed of when this work will take place		