

	Responsive Repairs Policy
Policy statement	Paradigm Housing Group (Paradigm) will provide a repairs and maintenance service to customers' homes and communal areas. This policy should be read alongside our Repairs Standard which forms part of this policy.
Objective	• To ensure we comply with all legal and regulatory requirements and standards, including Health and Safety • To provide an accessible, effective, efficient and reliable repairs service for all customers • To ensure that we take the diverse needs of customers into account in delivering a repairs service • To provide properties that are safe and fit to live in • To ensure that we meet the aims of our Asset Management Strategy and Environmental Sustainability Strategy to protect the value of our assets
Scope	This policy applies to all rented residential properties, any communal areas owned or managed by Paradigm, or where Paradigm holds repairing responsibilities under lease. This Policy does not apply to Paradigm offices or commercial premises. This Policy does not apply to Leaseholders and Shared owners, except where Paradigm has a responsibility to carry out communal, external or structural repairs.
Policy	Reporting repairs Customers can report repairs in many ways, including : • Telephone (including a 24/7 out of hours service) • Paradigm's online service called – my PHG • In writing • By email • Any face-to-face contact with a Paradigm member of staff Timescales Once reported, an appointment will be communicated to the customer. The timescales for attending and completing repairs are: <u>Emergency repairs</u> – carried out or made safe within 24 hours. These are repairs where there is an immediate hazard or danger to the health or safety of customers or serious damage to the property. <u>Urgent Repairs</u> – carried out within 20 working days or at your convenience. We aim to carry out these repairs sooner where we can, in an average of 15 working days. <u>Routine Repairs (non-urgent)</u> – carried out within 60 working days <u>Appointment times are:</u>

- 8am – 12pm and 12pm – 5.30pm (PM) Monday to Friday
- The winter period when heating repairs will be classed as an emergency is between 1st November - 30th April

There may be circumstances where these timescales are not applied. This includes cases where

- We are unable to gain access to the property for a booked appointment and have to reschedule
- The resident has requested an appointment at a time which is outside the timescale, which may be where they have delayed a booked appointment and requested a new one
- Where the resident's circumstances require us to reschedule or make specific arrangements for works

We will work to minimise the time required for repairs to be completed in these cases, taking account of the response time which would apply from the point at which we are aware of the cause for an extended timescale, and whether there is a significant risk related to the needs or characteristics of the resident.

Whenever there is a need for an extended timescale, we will advise residents, and give them a revised timescale as soon as possible. We will keep residents updated in line with our Customer Care Standards.

Out of Hours Services

Paradigm provides an Out of Hours service to attend to emergency only repairs (e.g. full loss of electricity, uncontrollable leak) raised during weekend or out of hours (5:31pm – 7:59am).

Keeping customers informed

We will keep our customers informed about their repair. When an appointment is booked, we will confirm the time and date of the appointment using the customer's preferred method of communication e.g. letter, a phone call, email or text.

We will send all customers (for whom we hold a valid number) a text to let them know when an operative will arrive to carry out the repair. After the repair has been completed, we will send the customer another text with a link for them to leave feedback or raise concerns.

Considering Customer Needs

We will use all information available to us to take account of the specific needs of customers when we assess their requests for repairs, agree repairs appointments, plan follow up action or communicate progress on the repair. This information will include data or knowledge that the customer provides at the time of the report.

Operatives/Contractors

Responsive repairs are mainly delivered through our inhouse repairs team which we refer to as our Direct Labour Organisation (DLO) but responsive repairs may also be carried out by external contractors. All technicians in our employment will be qualified and registered to undertake the works required of them.

If any external contractors are used for repairs, we will only appoint contractors trained and qualified to carry out the work.

	Paradigm staff and contractors will show their identification when attending a property. Customers should only provide access to the property if they have been shown the correct identification. Repairs We prioritise achieving a First Time Fix whenever possible. This means that we aim to complete a repair on the first appointment, without requiring subsequent visits because of the need for additional expertise, information, or replacement parts. We may need to undertake a survey if the repair required is larger, more complex, or more serious, in order to determine the specification and timing of the required works. Where we carry out a survey, we will assess whether an urgent repair is required. Where this is because the condition of the property or specific building elements constitutes disrepair, it will be treated as urgent, with immediate action taken to make the property safe in the meantime if this is necessary. If not it will be prioritised accordingly by our Asset Management team and confirmed with the customer. This includes cases where components, e.g. kitchens and bathrooms require replacement but are not in disrepair. New Homes Where new properties are still within 12 months of completion (Defects Period), we will refer responsive repairs requests to the original developer as they continue to be responsible for those repairs during that period. Communal repairs including Shared Owners/Leaseholders Where Paradigm is the Freeholder and/or it is responsible under the terms of a lease, we will carry out communal repairs to internal and external elements of a block including entrances, halls, lifts, stairways, passageways, rubbish chutes, lighting, door entry systems and other parts provided for common use. Repairs may also include fencing and other external structures which are the responsibility of Paradigm as the landlord. Customers can report communal repairs in the same way as for repairs for their own homes. Temporary Moves In circumstances, where Paradigm need to carry our repairs to the property and cannot reasonably do so while customers are living there, we may require them to move out temporarily. The decision to require a customer to make a temporary move will be determined by a qualified senior surveyor and will be based on the severity of the defect/repair, the risk to the persons living there and/or the loss of rooms or amenities. We will then carry out any necessary repairs to make the property fit to live in. Paradigm will provide an alternative temporary accommodation that is suitable for the household while the work is being carried out. In doing so we will consider any needs or vulnerabilities within the household and work with our customer to agree a temporary solution.
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	Once the work is complete, customers must leave the temporary accommodation and move back to their home. We will work in a cooperative way with our customers to assist with temporary moves. However should a customer refuse to move out of a property which has been identified as unsuitable or unsafe, legal action may be taken to enable us to carry out the required repairs. Accessing properties The tenancy agreement provides that customers must allow Paradigm, or anyone acting on their behalf, including contractors, into the property to either inspect and/or carry out repairs on being given reasonable notice. We agree appointment times with customers when they report a repair so that they know when we will attend to carry out repairs. If a customer misses a repair/inspection appointment, we will leave a missed appointment card and attempt to rearrange. If the missed repair appointment is to rectify a defect that presents a Health and Safety risk or relates to disrepair, Paradigm will make two further attempts to reschedule the appointment and gain access. If we fail to gain access after these further attempts, then we may engage with colleagues in the Customer Directorate to facilitate access and/or enforce the terms of the tenancy. The repair order will remain open on our scheduling system until resolved. Enforcement action may be taken if customers continue to refuse to provide access for inspections and repairs appointments. This will be treated as a breach of tenancy. Where the repair does not represent a risk as above, and additional attempts to get access have been made, the repair order will be cancelled. Where Paradigm has issued temporary licenses to customer to occupy a property such as at the Foyer, these licensees do not have exclusive possession of the property. Where the licensee cannot be contacted, Paradigm staff or our contractors (accompanied by a member of Paradigm staff) may enter the property without notice with use of a master key if the repair poses a serious safety risk. Recharges Paradigm reserve the right to recharge customers in the following circumstances: • For any works caused because of neglect, misuse, intentional or accidental damage caused by a tenant/licensee, their household or their visitors. • For any works that are the customer's responsibility and Paradigm have carried out this work on behalf of the customer. Disrepair By disrepair, we mean conditions where repairs are required because they are of a kind or of a seriousness which may constitute a serious hazard for the customer to continue to occupy the property if they are left untreated. We take disrepair seriously and employ the processes outlined in this policy to identify its presence and assess its severity. When we encounter disrepair, we will
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	undertake repairs so that the condition of our properties will meet the requirements of the Decent Homes Standard, Homes (Fitness for Human Habitation) Act 2018 and section 11 of the Landlord and Tenant Act 1985. In cases where customers file litigation claims related to disrepair, we handle those claims following the Disrepair Claims Procedure in accordance with: • Homes (Fitness for Human Habitation Act) 2018, • Section 11 of the Landlord and Tenant Act 1985, • Section 4 of the Defective Premises Act 1972, (common law nuisance and negligence and those brought under the express terms of a tenancy agreement or lease) • The Social Housing Regulation Act 2023 • Section 82, Environmental Protection Act 1990 Complaints, Compensation and appeals Any complaints and compensation claims, including appeals that may arise from Paradigm's failure to deliver its repairs service in line with this policy will be managed in accordance with Paradigm's Complaints Policy and Remedies and Compensation Policy.
Equality Diversity and Inclusion	We are committed to providing equal access to the responsive repair service for all individuals, regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. We know that property service staff make up at least half the workforce and it is likely that our customers will be accessing our services regularly. Our policy ensures that all requests for repairs are treated fairly, promptly and without discrimination or prejudice. We will continue to support our customers who are digitally excluded ensuring we provide and promote multiple ways to request a repair. We will continue to provide a flexible approach to customers' needs such as allowing more time to answer the door for repairs, or arranging appointments outside of school runs, We are committed to recruiting more female technicians to support our customer base of service users who are primarily females and to deal with female only request for repairs. Our responsive repair technicians will receive mandatory Equality & Diversity training and will receive training in identifying and recognising where domestic abuse may be occurring or where safeguarding issues need to be raised.
Roles and Responsibility	All staff have a duty of care and should escalate concerns relating to the condition of homes or the welfare of the customer as a part of their normal routine, especially when visiting our customers'/licensees' homes. They must report any repairs which are Paradigm's responsibility as a landlord/licensee immediately. The Chief Executive holds accountability and responsibility for ensuring that the organisation manages and maintains its properties in line with its obligations,

	legislation and regulation. The Chief Executive has delegated the operational management of these responsibilities to the Executive Director of Customer. The Chief Executive has delegated the management of Direct Labour Organisation and Contractors, to deliver to the standards set out within this policy to the Executive Director of Property. The Executive Director of Property has responsibility for the repairs and maintenance policies and procedures in relation to Paradigm's assets, and for overall implementation of this policy. The Executive Director of Property shall ensure that: • The financial requirements needed to maintain compliance with this policy and our repairing obligations are reported to the Executive Board. • Effective management arrangements are in place to monitor delivery of responsive repairs in accordance with this policy • Effective management of Health and Safety law is followed The Assistant Director Repairs and Estates Delivery is the policy owner on behalf of the Property Directorate and is responsible for reviewing the policy and seeking approval for any changes. The Assistant Director Repairs and Estates Delivery shall ensure that: • The policy is reviewed as per the timescales set out in the policy • The repairs service is delivered in line with this policy and the agreed operating model between Customer and Property Directorate • Ensure adequate resources are supplied or engaged to deliver repairs in a timely manner to the specified standard • Ensure compliance with legislative, contractual and regulatory repairing obligations. • Ensure repairs are carried out in a manner ensures a safe environment for customers • Ensure that all Paradigm technicians and contractors, are compliant with all relevant health and safety legislation, and hold appropriate certification of qualification to undertake the work required of them. • Managers within the directorate determine where a temporary move is required and will liaise with Customer Directorate throughout the process • Litigation/Disrepair Claim are resolved in line with the Disrepair Claims Procedure The Executive Director of Development shall ensure that: • New homes are handed over in accordance with agreed employer's requirements and specifications. • The new build defect process is followed and • The proposed terms for defect liability periods in each contract are notified to the Deputy Director Strategic Asset Management The Deputy Director Strategic Asset Management shall ensure that: • All new homes are handed over with full asset and component data • Progress any latent defects arising in the future. Assistant Director Health & Safety and Facilities shall ensure that:
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	• The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR's) process is followed where required (see Paradigm Corporate Health and Safety Policy) • All health and safety incidents and/or near misses are investigated and/or recorded as appropriate The Assistant Director of Customer and Neighbourhoods ensures that: • Customer and Neighbourhood Officers take responsibility for managing breaches of tenancy/licences in relation to the responsive repairs service, including non- access and tenant/licensee damage to the property. • Customers are provided with information about their rights in relation to quiet enjoyment of their home • Paradigm follows procedures in relation to access to properties and to temporary moves All staff should: • Report any concerns relating to the asset or the customer when visiting PHG homes or estates • Ensure that any repairs reported to them, or which they observe, are raised immediately via our repairs system
Monitoring / Reporting and Assurance Controls	Delivery of the responsive repairs service is monitored through the following key performance indicators (KPI'S) for • Emergency repairs on time • Urgent repairs on time • Non-urgent repairs on time • Repairs fixed first time We report on customer satisfaction with the responsive repairs service through the quarterly rolling CSAT perception surveys. KPIs and CSAT are incorporated in the Balanced Scorecard, which is updated monthly. The Balanced Scorecard is reported to the Portfolio and Programme Management Board (PPMB) and the Paradigm Board We regularly assess contractor compliance and performance in collaboration with the Procurement Team. Contractors who fail to meet the criteria outlined in Paradigm's select list are removed from consideration. They remain ineligible for appointment until their compliance is validated. Training and qualifications for Paradigm staff are monitored and managed through Learning and Development dashboard, including alerts for expiring qualifications. All post-repair survey responses with lowest satisfaction level are alerted to Operations Managers in Reactive Repairs teams for follow up. High priority WIP report is reviewed daily which includes outstanding repairs orders over threshold age There is also an automatic weekly alert on this report to relevant Heads of Service. During damp and mould inspections or follow ups, the following are uploaded into the housing management system in the Property Documents tabs. • Damp and mould checklist • Photos

	• Letters • Reports or referrals Property inspectors use a Damp and Mould checklist to ascertain the severity, location of the damp and mould and any customer vulnerabilities Monthly checks are carried out of any works outstanding and reported to Executive Director Property. These are monitored through a Power BI report with quarterly updates provided to the Customer Experience Committee. 12 weeks after remedial work has been carried out, a follow up phone call or inspection of the home is completed. For properties still within the Defects Liability Period, any 24-hour emergency defects will be reported to the original developer, who remains responsible for addressing these issues. The developer will be contacted by our Customer Service Team; to confirm they can attend the emergency call-out. Our Aftercare team will follow up with customers the day after an emergency defect has been reported. This follow-up confirms if the developer has responded and that the defect is being addressed swiftly. For non-urgent defects, these are emailed directly to the developer. At the beginning of each month, the Aftercare team sends a report of all outstanding jobs to the developer, requesting an update. Once the developer confirms that a job is complete, we reach out to the customer to verify that the issue has been resolved. The Aftercare team also holds regular virtual meetings with developers, in addition to the monthly update reports, to ensure outstanding defects are being progressed. There is a clear escalation process in place for complex issues that are not being resolved, which are discussed during monthly Development Leadership Meetings.
Cross References	Asset Management Strategy Repairs Standard (Tenant Deal) Voids Standard Lone Working Policy Safeguarding Policy Tenancy Management Policy Vulnerable Persons Policy Equality, Diversity & Inclusion Policy Gas Safety Policy Asbestos Management Policy Group Health and Safety Policy Procurement Policy Aids and Adaptations Policy Remedies and Compensation Policy Fire Safety Policy Electrical Safety Policy Lift Safety Policy Water Hygiene Safety Policy Recharge Policy Tree Policy Management of Trees Policy Statement Estate Management Policy

	Complaints Policy Disrepair Claims Procedure Waste Management Policy
Policy Owner	Executive Director - Property
Prepared by	The Assistant Director Repairs & Planned Investment
Approved by	Executive Board
Date of Board approval	N/A
Effective date	November 2024
Review date	November 2025
Version control	Version 4 supersedes v3 dated March 2023

Record of Amendments			
Date	Version	Approved By	Details of Amendments
August 2022	V2	Executive Board	• Included references to the Homes (fitness for human habitation) Act where applicable • Clearer definition of a responsive repair added • Communal repairs added • Missed appointment/Non access section updated • Temporary decant section updated • Disrepair linked to the FHH act and compensation section added to policy section • Responsibility of Assistant Director of Customer and neighbourhoods for the disrepair procedure made clear in the corresponding section. • Responsibilities updated to reflect Directorate change and Surveying Services Manager added • Monitoring and Controls section made more accountable and defined including KPI's. • Responsibilities aligned to current structures
March 2023	V3	Executive Board	Position on disrepair claims added Roles and responsibilities section updated
October 2024	V4	Executive Board	Reviewed in line with Consumer Standards principles as agreed by RSP EIA completed Decant procedure updated Responsibilities aligned to current structures Repair target times aligned to website Reviewed by Readership Panel
September 2025	V5	Executive Board	Amended to clarify when target timescales may be extended