



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

Repairs Policy

2026–2028

DOCUMENT MANAGEMENT	
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Contact Officer: Rikki Kerr, Assistant Director of Repairs	

THIS DOCUMENT IS TO BE READ IN CONJUNCTION WITH:	
1.	Asset Management Strategy
2.	Damp, Mould & Condensation Policy
3.	Tenant Excellence Strategy
4.	Recharges Policy
5.	Aids & Adaptions Policy & Guidance
6.	Resident Involvement & Influence Strategy
7.	Complaints and Feedback Policy

REVISION HISTORY				
Revision date	Previous revision date	Summary of Changes	Changes marked	Version

DISTRIBUTION – This document has been distributed to:			
Name	Job Title	Date of Issue	Version
Corporate Wide			



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1. Purpose and Scope

Purpose

1.1. The aims of the Northamptonshire Partnership Homes (NPH) Repairs Policy are:

- To clearly define and give clarity on the delivery of our repairs and maintenance services
- That repairs are carried out quickly and safely within set timeframes
- To comply with legislation and regulatory obligations
- That repairs and maintenance are carried out to the satisfaction of our tenants in terms of quality and timely completion

Scope

1.2. The Policy covers how in practice we will:

- Meet all applicable legislation and regulations in delivering our repair and maintenance work
- Meet landlord obligations, including those relating to health & safety hazards and under the 'Right to Repair'
- Make sure our repair and maintenance work helps support our aim of managing homes that meet or exceed minimum Regulatory Standards, including the Decent Homes Standard and Consumer Standards
- Provide a responsive, effective and efficient day to day repair service to tenants, including excellent communication throughout the repair journey so we maximise the tenant experience, are transparent in our approach and keeping tenants up to date.
- Providing a responsive and reliable emergency out of hours repairs service
- Support our approach to repairs and maintenance through a range of cyclical 'compliance' activities, planned preventative and planned improvement works
- Repair and maintain aids and adaptations
- Manage tenant repair responsibilities, including Rechargeable Repairs
- Consult, involve and engage tenants in our repair and maintenance activities to ensure we understand and meet their priorities and expectations
- Provide an accessible, accountable service that meets the diverse needs of tenants
- Monitor and evaluate works and expenditure against targets and Key Performance Indicators

1.3. The policy supports and complements the **Asset Management Strategy** which has the following priorities:

- Delivering a comprehensive, joined up approach to asset management



- Ensuring our homes are safe and meet legal and regulatory standards
 - Delivering effective and efficient repairs and maintenance services that meet the needs and expectations of tenants
 - Letting homes that support sustainable tenancies
 - Improving the quality and sustainability of our homes, places, and neighbourhoods
 - Decarbonising homes, reducing their energy usage and making them warmer
 - Delivering intelligent, data-led asset management
 - Regenerating, developing, and evolving our portfolio of homes
 - Designing and delivering tenant focussed services
 - Having the right resources and governance in place
- 1.4. The policy applies to all properties owned and leased by WNC which are managed by NPH, and all work undertaken on these properties on our behalf for which we have responsibilities. It also applies to all employees and contractors undertaking work on NPH's behalf and anyone likely to be put at risk from work on these properties.

2. Background

- 2.1. We know our tenants appreciate and rely on the repair and maintenance work we carry out to their home. The repairs service is consistently rated by tenants as the most important service they receive from us. Recognising our role in managing socially rented homes, we are committed to:
- Making the repairs and maintenance we carry out a corporate and strategic priority as a crucial service to tenants, whilst also ensuring repairs and maintenance support investment in the properties
 - Delivering a good quality, responsive, repairs service that seeks to keep homes safe and free from hazards such as damp, mould and disrepair
 - Pro-actively minimising the demand on the repair service by designing and delivering well planned, targeted programmes of cyclical preventative and planned maintenance
 - Involving and engaging tenants in the design and operation of our repair arrangements to ensure we provide an accessible, accountable service that meets their needs
 - Ensuring a value for money approach is embedded across all our repair activities and processes
 - Ensuring repairs staff, operatives, and contractors have the right skills, capacity and resources to do the best job they can
 - Understanding and continually improving our performance in carrying out our repair work in a way that meets the diverse needs of tenants
- 2.2. To meet these commitments our repairs service is underpinned by a set of key principles and commitments:



Creating and maintaining a vibrant repairs culture

- Clear, strong leadership, supported by integrated, collaborative teams
- Effective partnership working between housing, assets and repairs colleagues, operatives, contractors and tenants that respects responsibilities
- Recognising repairs both as an investment in the property as well as a critical service that's valued by tenants

Right every time: achieving a consistent repairs business process that ensures a high quality, reliable service

- Well organised, streamlined systems that drive productivity, reliability, and consistency of service
- Understanding, measuring and acting on what is important for the housing assets and tenants
- Delivering the best outcomes and outputs for tenants, properties and NPH

Effectively engaging with tenants to design, measure and monitor service levels and costs that compare well with benchmarks

- Minimising duplication of effort and 'failure demand' to provide a better service to tenants and enable more value investment in homes
- Using durable materials that improve and extend building and component life whilst providing more reliable homes for tenants
- Involving tenants in discussions to define value and cultivating a consensus around repairs and maintenance priority

3. Legislation

3.1. It is critical that the repair service we provide is designed and implemented to ensure compliance with all relevant legislation and regulations. Some of the main items of legislation include the:

- Homes (Fitness for Human Habitation Act) 2018
- Landlord and Tenant Act 1985
- Housing Act 2004
- Housing Health and Safety Rating System 2006
- Social Housing (Regulation) Act 2023 (incorporating Awaab's Law)
- Gas Safety (Installation and Use) Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Defective Premises Act 1972
- Health and Safety at Work Act 1974
- Building Regulations Act 1984
- Control of Asbestos Regulations 2012
- Equality Act 2010
- Fire Safety Act 2021
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025



Damp, Mould & Condensation

- 3.2. From October 2025, social landlords became legally required to address damp and mould hazards within fixed timescales and address all property related **emergency** hazards by carrying out relevant safety work within 24 hours.
- 3.3. We have a dedicated **Damp, Mould & Condensation Policy** to make sure we take the correct action when a report of this nature is received. We will attend within our agreed timeframes outlined within the Damp, Mould & Condensation Policy to protect the safety of our homes.

4. Delivering day-to-day repairs

- 4.1. We will utilise our resources effectively and efficiently to provide a good quality responsive day-to-day repair service that meets the needs and expectations of tenants at a cost that represents value for money.
- 4.2. We will deliver a repair service centred on outcomes for tenants with a focus on:
 - Delivering a good quality, effective repair service that meets tenants' needs and expectations, evidenced by tenant feedback and levels of satisfaction
 - Ensuring everyone involved in delivering the repairs service is equipped with the right skills, qualifications, capabilities & resources
 - Providing an accessible and accountable repair service that responds to the diverse needs of our tenants
 - Continually striving to understand and improve our performance

What are Responsive Repairs?

- 4.3. Responsive repairs are those carried out when components fail, and which cannot wait to be undertaken under a cyclical, planned or improvement programme. They are revenue funded works and include repairs to fix or replace items such as plumbing/sanitary equipment, door/window fittings, heating appliances, electrical fittings etc. Repairs can sometimes be needed due to components having been damaged (these may be rechargeable to the tenant) but are not generally required solely due to wear and tear.

How can repairs be reported?

- 4.4. Tenants can request a repair by:
 - Calling the Contact Centre on 0300 330 7003
 - Through the online portal: www.nph.org.uk/your-nph/
 - Informing staff on site



- 4.5. Normal working hours for reporting repairs to the Contact Centre are 9am to 5pm weekdays. Online reporting is available 24/7.
- 4.6. We will have arrangements in place for attending to emergency repairs outside of normal office hours where there is a serious and immediate risk to people or property. The purpose of the response will be to address the hazard or failure, effecting relevant safety work and/or a straightforward repair. In some cases, we will make the property safe and a follow up visit will be required within our normal timescales to complete a permanent repair.
- 4.7. On receipt of the repair request, a job will be raised on the repairs IT system.
- 4.8. To help improve levels of tenant service and reduce pressure on the Contact Centre, the development of the NPH tenant portal is designed to enable an increasing number of repairs to be reported by 'self-serve' methods. New IT capabilities will improve the arrangements for tenants to provide photos or video footage to help illustrate the repair requirement and aid diagnosis of the works needed.

Repair priorities

- 4.9. To deliver an efficient and cost-effective service, we will prioritise repairs according to the nature and urgency of the work involved. Repairs required because of breakdowns of critical equipment or that put tenants' health and safety or the property at risk will be dealt with more quickly than those that can safely wait.
- 4.10. The repair priority groups have been set to meet legal and regulatory requirements, to align with best practice, and agreed with involved tenants for the most common sorts of repairs. Tenants will be advised of the priority assigned to their repair at the time of it being booked.
- 4.11. With the introduction of Awaab's Law from October 2025, social landlords are legally required to prescribe to specific actions and timescales as outlined in the **Damp, Mould & Condensation Policy**.
- 4.12. To meet the requirements and expectations required of social landlords, our repair priority times are:



RESPONSE TIMES FOR RESPONSIVE REPAIRS

Priority 1	Emergency An emergency repair is a fault or failure that poses an imminent or significant risk to a tenant's health, safety, or security, or that could cause significant damage to the property if not attended to immediately. If there is an immediate threat to life, the emergency services should be contacted by dialling 999. If you smell Gas, you must immediately ventilate the property, evacuate and call Cadent on 0800 111 999.	To be <u>addressed</u> within 24 Hours (this includes investigating and carrying out relevant safety works to address <u>emergency</u> hazards under Awaab's Law)
Priority 2	Urgent An urgent repair is often a partial fault or failure. Whilst not an immediate emergency, it requires a quick response to address a moderate risk to a tenant's health, safety, or security, ongoing discomfort or inconvenience, or to prevent further damage to the property.	To be <u>addressed</u> within 5 Working Days (this includes investigating and carrying out relevant safety works to address <u>significant</u> hazards under Awaab's Law)
Priority 3	Awaab's Law potential <u>significant</u> hazard inspection (for Damp & Mould from October 2025 and other hazards from 2026 and 2027).	To be inspected and attended to within Awaab's Law timescales: • Inspection carried out within 10 working days • Provision of a written summary of the investigation to tenants issued within 3 working days of conducting the investigation • Undertake relevant safety work to address any <u>significant</u> hazards within 5 working days and carry out relevant safety works to address any <u>emergency</u> hazards within 24 hours
Priority 4	Routine A routine repair is a non-emergency or urgent repair that is not causing a serious health or safety risk and does not require early attention to prevent inconvenience to the tenant or further damage to the property. These repairs can be scheduled over several weeks.	To be <u>addressed</u> within 28 Calendar Days
Priority 5	Responsive Planned A responsive planned repair usually involves a larger scale repair, replacement or renewal of a component that might typically be carried out under a longer-term planned programme but has been assessed as being needed sooner. It may require parts or components that require	To be completed within 90 Calendar Days



manufacture and/or need more time to organise.
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Our definition of 'addressed'

- 4.13. By 'addressed' we mean that an operative has attended and gained access to the property and either:
- Completed the repair "Right first time". This means there is no need for a return visit
 - Carried out a temporary repair or assessment. A follow up visit is required to complete a permanent repair
 - It has been determined that no works or further action is necessary
- 4.14. Where we're unable to achieve a "Right first time" repair, we will always explain the reasons why and confirm the details of the follow-on appointment

Types of repairs and timescales

- 4.15. The main types of repairs and the timescales we have agreed and have in place with our Internal Maintenance Service and partner contractors are as follows:

Emergency Repairs – within 24 hours	
Loss of essential utilities	Total loss of light and/or power, heating, hot water, or water supply
Serious plumbing issues	Burst pipes, uncontrollable leaks that could cause flooding, blocked drains that could cause flooding, loss of sole WC facility
Electrical hazards	Live or bare electrical wires, electrical fittings in contact with water
Structural damage	Serious roof leaks or structural failures that could cause immediate danger
Prevalent damp and mould	Relevant safety work to remedy damp and mould that is having a material impact on the health of a tenant, for example their ability to breathe
Serious security issues	Insecure doors or windows, especially if a door cannot be locked or there's a risk of forced entry, hazardous broken glazing (board and make safe)
Lift breakdowns	If the breakdown poses a safety risk, notably where someone is trapped in the lift or a tenant cannot safely use the stairs



Urgent Repairs – within 5 working days	
Partial loss of essential utilities	Partial loss of lighting or power, heating, hot water, or water supply
Significant plumbing issues	Containable leaks, slow-running drains, broken tap, loss of secondary WC facility
Significant electrical issues	Repairs to water damaged electrics, lighting failure in one room
Structural issues	Containable roof leak
Damp and mould remedial work	Relevant safety work within 5 working days of an investigation concluding, if the investigation identifies a significant hazard.
Security issues	Broken glazing that doesn't present a hazard or security issue,
Lift	If the breakdown doesn't pose a safety risk and if all tenants can safely use stairs

Routine Repairs – within 28 calendar days	
Plumbing	Minor plumbing repairs (e.g. drips, faulty but working taps)
Electrical	Routine wiring repair (non-dangerous wiring), repair or replace light fitting
Building	Non-urgent roof/chimney and gutter repairs, general repairs to walls, plastering and brickwork (minor cracks to plaster are tenant's responsibility)
Joinery	Other window/door repairs, non-urgent loose banister or handrail,
Lift	If working and safe, but requires repairs/maintenance

Responsive Planned – within 90 calendar days	
Plumbing	Replacement of WC, basin, sink or bath/shower facility
Electrical	Replacement of consumer unit or wiring
Building	More significant repairs and rebuilding of walls, structural repairs (including non-urgent damp and mould remedial work) and fencing
Joinery	Replacement window/doors
Lift	Replacement of lift components

Deciding on a repair category

- 4.16. The NPH Contact Centre will allocate the repair to the most appropriate priority category based on the information provided by the tenant, with discussions taking place as needed to ensure the full circumstances are understood. The process will include appropriate reference to the type of repair required, the related repair priority time, and the nature of any tenant vulnerabilities (see 4.17 below).



- 4.17. To assist in determining the nature and timescale of the response needed to address potential emergency, significant and other hazards, a triage assessment will be carried out. The triage assessment uses a set of criteria to enable the correct repair priority category to be assigned.

Vulnerabilities and at-risk groups

- 4.18. Recognising the responsibilities of social landlords, including under Awaab's Law, we are committed to providing inclusive, equitable, and accessible services that are embedded throughout the tenant journey. We identify vulnerable tenants through defined tenant characteristics held on the housing IT system or provided at initial point of contact with WNC. This ensures reasonable adjustments are made proactively and consistently, enabling all tenants to access services fairly and for repairs to be addressed in an appropriate timescale that reflects their individual needs. This may mean raising the urgency level of some repairs based on a risk and vulnerability assessment. Further details on the service adjustments NPH may take can be found in the **NPH Tenant Excellence Strategy**.

Appointments

- 4.19. We will operate an appointment system that aims to strike an appropriate balance between efficiently organising works and ensuring convenience for tenants. We will aim to make appointment arrangements on the first contact with the tenant if we can, or on a follow-up call within 4 hours. Appointments will be made using **four** main appointment categories, as well as during extended operating hours:

Appointments	
The following slots will be offered both for initial appointments and for any subsequent follow up appointments that may be necessary.	
AM – between 8am and 12.30pm	Monday to Friday
PM – between 12.30pm and 6pm	Monday to Friday
All day – between 8am and 6pm	Monday to Friday
School run – avoid school run, attend between 10am and 2pm	Monday to Friday

- 4.20. If a tenant requires a more specific time, then a 'tailored appointment' (such as first job of the day) may be made but cannot be guaranteed. We will try to accommodate such requests where there is a genuine requirement.



'Right First Time'

- 4.21. We recognise that levels of efficiency and tenant satisfaction are maximised by repairs being completed on a 'first time fix'. We use the HouseMark definition of Right First Time. We therefore mean a repair being completed satisfactorily during the initial visit by the operative, without needing to return due to incorrect diagnosis or lacking the necessary skills, tools, or parts.
- 4.22. We aim to maximise the number of repairs completed Right First Time and will set a performance target to help achieve this goal. Our approach to 'first time fix' will be supported by ensuring a good availability of 'van stocks' by the in-house maintenance team and our principal contractors.

Gaining Access

- 4.23. We are committed to attending appointments to ensure our homes are repaired while meeting our legal and statutory obligations.
- 4.24. For safeguarding and health and safety reasons, it is mandatory that a responsible aged 18 or over is present for the full duration of the appointment. Where this is not possible, the appointment will be rearranged to a mutually convenient time.
- 4.25. When we're unable to gain access to undertake a survey or repair, we will take the appropriate measures including:
- Posting a no access card through the door asking tenants to contact us to rearrange the visit
 - If we do not receive contact the same day, we will attempt to contact the tenant the next working day to re-book the appointment for a return visit. If contact by phone is not possible, we will schedule the appointment and send a text message to the nominated mobile number
- 4.26. We will always attempt to gain access on 3 separate occasions however, if we have 3 failed attempts, we will assess whether the survey or repair should be closed. A risk and vulnerability assessment will consider:
- The seriousness of the reported issue with reference to a potential emergency or significant hazard present
 - Any recorded vulnerabilities
- 4.27. Where the risk assessment determines there are no significant hazards or known vulnerabilities, the repair will be closed.
- 4.28. Where significant hazards or vulnerabilities are identified, we will refer the case to our no access team who will provide additional support to access the property.



- 4.29. When we remain unable to gain access for both compliance and repairs, that if not completed will be detrimental to the property, we will take further action in line with our **Gaining Access to a property Policy and Procedure**.

Completing repairs

- 4.30. Our aim is to address all repairs within the published timescales. To help do this, we have systems in place to proactively monitor the progress and completion of jobs. In line with our definition of 'address' some jobs may be considered as 'completed' even though further follow-on works are required. This is because, especially in the case of emergency and urgent repairs, attending and making safe or completing a temporary repair means that the matter has been satisfactorily addressed, pending follow-on works.
- 4.31. If the repair cannot be fully completed on the first visit, then tenants will be given the reason and a timescale/appointment for when the repair is likely to be completed.
- 4.32. It may not always be possible to address or complete jobs within our target time, such as if parts need to be ordered, if repairs are more complex, resource issues arise, or if they are dependent on other organisations or suppliers. Where repairs are out of time, we will flag these jobs as being 'in jeopardy'. This means the repairs team will take a proactive approach to managing the addressing or completion of the repair.
- 4.33. Sometimes, an outstanding repair may affect the ongoing health, safety, comfort or convenience of the tenant and their household. Examples include lack of heating and/or hot water, roof leaks into bedrooms, water leaks and flooding, and severe cases of damp and mould. In such circumstances, we will take additional steps to ensure tenants continuing safety and wellbeing in accordance with the requirements of Awaab's Law.
- 4.34. Where further support is required, we will make every effort to include additional measures like temporary heating to enable people to remain in their home. We may consider temporary alternative accommodation until the works have been completed.

Quality inspections

- 4.35. We will carry out post-inspections following repairs to ensure they are complete to a satisfactory standard and that the work is effective and lasting. These inspections will be triggered by factors like high repair costs, tenant concerns and recurring issues, and can be conducted on-site or through a "desktop" process using data and images. The primary goal is to maintain property quality, uphold tenant satisfaction, and ensure compliance with housing standards and legislation. In general, we expect to carry out follow-up inspections on around 10% of jobs.



Defects and warranty repairs

- 4.36. Defect repairs are generally issues in a new build property that result from poor workmanship, an issue with design, or a fault with a component or material/s used.
- 4.37. Warranty repairs are those relating to fixtures, fittings or components that have been newly installed in a property and in respect of which the manufacturer provides a 'guarantee' covering repairs within a set period (usually a minimum of one year). An example includes a new boiler that has broken down.
- 4.38. Defect and warranty repairs exclude damage caused by fair wear and tear, tenant negligence or abuse.
- 4.39. For defects and warranty repairs NPH may need to request that the original builder or installer attends at the property. We will advise if this is the case.
- 4.40. Timescales for attending to and remedying defect and warranty repairs are the same as NPH's standard priority times. For instance, if the situation is an emergency this will be attended within 24 hours, and for a routine repair within 28 calendar days.

5. Repair responsibilities

- 5.1. Acting on behalf of WNC, NPH is responsible for completing repairs which align with our legal and statutory obligations while maintaining a fair and consistent service for our tenants.
- 5.2. Your Tenancy Agreement sets out what NPH are responsible for repairing and what tenants are expected to maintain. We will always use the Tenancy Agreement as a guide to ensure fairness and consistency. These repairs responsibilities in the Tenancy Agreement include:
 - The building structure and exterior – the roof, walls, windows, doors, gutters, downpipes, drains and sewers
 - Repairing and maintaining fencing, gates and garden walls we have built or installed within the property boundary
 - Any pathway or steps situated within the boundary and provided with the property.
 - Any garage, shed or outbuilding within the boundary and provided with the property, if it is economic to repair.
 - Essential facilities – the heating installation, cold and hot water supplies, electrical wiring, plumbing, mechanical ventilation, kitchen, toilet/s, sink and bath/shower.
 - The internal structure – keeping the inside walls, doors, floors, ceilings and steps/stairs of your home structurally sound, and free from damp and disrepair.
 - Communal areas – the shared entrance, hall, stairways, landings, balcony, lighting, lift, rubbish chute, communal doors, intercom facilities, communal aerial and CCTV in flat blocks.



5.2. Under the Tenancy Agreement, tenants also have responsibilities, as follows:

- Carrying out some items of minor maintenance, keeping the garden, terrace or balcony tidy, free from rubbish, and ensuring they do not cause the home to become unsafe. This includes tasks like replacing light bulbs, keeping drains clear (unless caused by a fault), mowing the grass and other garden maintenance, picking up and disposing responsibly of litter/rubbish.
- Preventing damage caused by neglect or misuse. Where this happens, tenants are responsible for arranging the repair, renewal or replacement, or may be charged.
- Ensuring the adequate level of insurance is in place for their own possessions. NPH recommends tenants take out home contents insurance in case belongings become damaged.
- Carrying out repairs necessary to any items or equipment tenants have installed in their home. However, if we need to carry out an emergency repair on any items or equipment tenants have installed, for example due to safety or property concerns, tenants may be charged for the repair.
- Reporting repairs promptly to NPH, allowing NPH reasonable and timely access to carry out repairs, and letting NPH know about any issues or concerns.

5.3. While your tenancy agreement will confirm the exacting responsibilities, a supporting guidance document has been created to explain what NPH are responsible for repairing which is available on our website.

6. Leaseholder repairs

- 6.1. WNC retains a range of repair and maintenance obligations for properties that have been sold as leasehold under the Government's Right to Buy scheme. These Leasehold properties form or are part of flats within multi occupancy blocks.
- 6.2. The terms of each lease vary and will determine exactly which repairs WNC is responsible for, and which are the leaseholder responsibility. However, in general, we arrange for repairing and maintaining the exterior and structure of the building and any communal areas. These could include the roof, exterior walls, window frames (but not the glass), guttering, shared drainage, external decoration, internal common areas, communal gardens, communal paths and communal parking areas. Accordingly, leaseholders will generally be responsible for repairing and maintaining the interior of the property including the internal walls and ceiling.
- 6.3. We will not usually undertake works that are a leaseholder's responsibility. Likewise, leaseholders must not carry out works to the building or communal areas or instruct their own contractor to do so.
- 6.4. If a Leaseholder is wishing to improve their property, they should consult or write to NPH prior to any works starting, for any permissions required.



- 6.5. Under the law, leaseholders must be consulted prior to carrying out works if the cost of the work is likely to be more than £250.00. We do this by issuing a Section 20 Notice, so that we can consult with leaseholders formally. We are generally free to carry out improvements to buildings as we feel is appropriate and leaseholders cannot refuse to have the works done, such as external improvements and communal works (interior and exterior).
- 6.6. There is an exception to this rule when the landlord makes an application to the Tribunal to dispense with the need to consult. The Tribunal can dispense with the consultation requirements in a particular case if satisfied that it is reasonable to do so. For example, where very urgent works are required (on the grounds of safety etc.) or it is difficult to obtain more than one estimate.

Right to Buy repairs

- 6.7. For any property that has an active Right to Buy application in place and where a new repair is needed, we will carry out emergency and routine repairs in-line with our responsibilities.
- 6.8. Any major repairs, planned maintenance or component replacement works that were planned or appointed prior to a Right to Buy application being made will be subject to review to determine whether they should still go ahead.

7. Rechargeable repairs

- 7.1. Sometimes, circumstances will arise when it is necessary to charge tenants for repairs that we have had to carry out because the repairs fall outside of our landlord responsibilities. In such cases, tenants will be advised that the cost of the repair or reinstatement of the property is rechargeable to them and advised of the repayment options available to them, including payment in appropriate instalments.
- 7.2. Rechargeable repairs are those which:
- Have become necessary due to DIY, neglect, carelessness or misuse or deliberate action on the part of the tenant or any other individual knowingly allowed into the property
 - Are required for reasons beyond normal wear and tear
 - Have been misrepresented to NPH (e.g. Where a report has been exaggerated to increase the priority)
 - Are a Tenant's responsibility, as set out in the Tenancy Agreement and/or in published guidance on repair responsibilities
- 7.3. If a repair is identified as rechargeable the tenant will be advised at the earliest opportunity. Ideally, this should be when the repair is first reported, then followed up in writing (by email or letter), advising of the approximate value of the recharge. However, sometimes the nature or cause of the issue may not be diagnosed until the operative visits. Unless emergency repairs are



necessary, we will not carry our repairs we believe have been caused by wilful damage until an agreement to recharge for the costs has been made. We may agree a reasonable payment plan with the tenant depending on their financial circumstances.

- 7.4. Where a tenant wants to carry out works themselves, they may do so by applying and gaining landlord's permission but works will have to be to an acceptable standard and completed where required by a qualified tradesperson. We reserve the right to undertake any work ourselves and may recharge the tenant for the full cost of carrying out the repair. Further, where works are unauthorised, we may seek to instruct the tenant to remove and/or reinstate the property to its original state, recharging costs as appropriate.
- 7.5. We will seek to take a fair and consistent approach to rechargeable repairs and to recovering costs through the **Rechargeable Repairs Policy**.

8. Right to Repair

- 8.1. Under the Right to Repair scheme, tenants have a right to expect repairs to be completed within set timescales under the terms of the Housing Act 1994.
- 8.2. This means that if a qualifying repair cannot be completed within an agreed timescale, the tenant has the right to request a second contractor to complete the work. Where the second contractor also fails to complete the work within the agreed time, NPH will pay compensation to the tenant of the current applicable amount in accordance with the Right to Repair scheme.

Qualifying repairs

- 8.3. Repairs that qualify for the Right to Repair are repairs to a tenant's home that do not cost more than £250 and which, if not carried out within a specified period, are likely to jeopardise the health, safety or security of the tenant or their household.
- 8.4. The Right to Repair does not apply in the following circumstances:
- The tenant has said that they no longer want the qualifying repair carried out
 - Where the tenant has failed to provide details for the contractor to gain access to their home
 - Access for an inspection or for the repair to be carried out has not been made available
 - Where the contractor needs to order special parts to complete the repair
 - When severe weather conditions prevent the contractor from completing the repair
 - Under circumstances of an exceptional nature, which prevent the work being done, it would be unreasonable to expect the contractor to respond within the prescribed period. For example, where the contractor needs to order special



parts to complete the repair or when inclement weather dictates that work cannot commence or be completed.

- 8.5. Tenants will be given information about which repairs are covered by the Right to Repair and how long we must complete them given their relative urgency. In some cases, our own target timescales are shorter than the Right to Repair timescales.

Repair Needed	Timescale (Working Days)
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Heating or hot water not working between 31 October and 1 May	1
Heating or hot water not working between 1 May and 31 October	3
Blocked/leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Blocked sink, bath or basin	3
Tap cannot be turned	3
Leak from a water pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or handrail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan not working	7

9. Tenant alterations and Compensation for Improvements

Tenant alterations and improvements

- 9.1. NPH will support tenants to make alterations and improvements as this encourages people to take pride in their home and neighbourhood. However, it is important that we consider all improvement requests in line with the tenancy agreement, relevant legal and regulatory requirements, and best practice.
- 9.2. Tenants must not make any changes to their home or garden including the removal of fixtures and fittings without checking and where appropriate, making a permission request to NPH. Failure to do so may result in a tenant recharge, a request to return the home back to its former state at the tenant's expense, or a potential breach of tenancy.



- 9.3. Alterations and improvements are defined as changes to, removals or replacements of any of the existing building fixtures, grounds or garden. At NPH, we categorise these as either 'minor' or 'major', with examples as follows

Minor	Major
Laying laminate, wood, or tiled flooring	Replacing a front door
Changing a fence to one of the same height and location	Replacing part or all of the kitchen furniture or bathroom sanitaryware
Putting up a small shed	Installing an electric or thermostatic shower
Installing a security alarm	Fitting additional electric sockets or circuits
Changing wall tiles to kitchen or bathroom	Installing fixed external animal enclosures
Installing an electric focal point fire	Installing solar panels or electric vehicle charging equipment

- 9.4. We will not unreasonably withhold permission but if we are not able to approve a request, we will clearly explain our reasons why. Permission may be refused for various reasons, including that the proposal will:
- Devalue the property
 - Be unsafe or add weight which affects structural stability
 - Be refused by other partners, such as the planning authority or fire brigade
 - Be within the defect liability period of a new build property
 - Reduce the energy efficiency of the home or increases carbon emissions
 - Cause enduring disturbance to neighbours (such as laminate flooring in an upper floor flat)
 - Result in additional cost to NPH
 - Not be carried out by a person with the necessary credentials, for example being Gas Safe Registered.
- 9.5. It is unlikely for us to consider requests for improvements from tenants who are in arrears, have outstanding rechargeable repairs or are under review for a breach of tenancy. A new application must be made once the arrears are cleared, or the breach is rectified.
- 9.6. Where a major component is replaced, we will update the asset management database to renew the standard lifecycle of the component so that it can be reviewed based on its new lifecycle. This is to ensure that our homes will always meet Decent Home Standard.

Compensation for Improvements

- 9.7. Assured or secure tenants may claim compensation for improvements they have carried out to their homes at the end of their tenancy. Prior permission



must have been obtained for a 'qualifying' improvement. Permission will only be refused if we have a serious reason, for example, if we consider the work to be dangerous, that it might reduce the value of the property or affect the structural integrity. If any alterations are carried out without permission, this is a breach of the tenancy agreement, and we may require the home to be put back to the way it was. If the tenant refuses to do so, we may carry out the work and charge back the cost.

- 9.8. The claim can cover the cost of materials and labour. Claims under £50 will not be considered and the maximum amount payable is £3,000. Compensation is worked out based on the notional life of the improvement, divided by the cost of the improvement, minus the number of years left. E.g. Improvement costs £2,000 and notional life is 20 years, and the tenant is moving out after 5 years. $\text{£2,000} / 20 \text{ years} = \text{£100 per year}$; $\text{£2,000 cost} - \text{£500} = \text{£1,500 compensation}$.
- 9.9. Claims for compensation for improvements must be made in writing between 28 calendar days before the end of the tenancy or up to 14 days after the tenancy has ended. No compensation is payable on mutual exchanges. Original receipts or proof of financial transactions must be produced, and the improvement must still be in good condition and full working order.
- 9.10. Any outstanding rent arrears or sundry debts will be offset from any compensation payment. Payments can also be adjusted if undue wear and tear has been incurred or any other defects to the improvement exist at the end of the tenancy.
- 9.11. The list of eligible improvements and the notional life of these improvements is provided below:

Improvement	Notional (estimated) Life – years
Bath, shower, wash hand basin, toilet	12
Kitchen sink, work surfaces for food preparation, storage cupboards in kitchen or bathroom	10
Space or water heating	12
Thermostatic radiator valves	7
Insulation of pipes, water tank or cylinder	10
Cavity wall or loft insulation	20
Draught proofing of external doors or windows	8
Double glazing or other external window replacement or secondary glazing	20
Rewiring or provision of power and lighting or other electrical fittings (including smoke detectors)	15
Any object which improves the security of the dwelling-house, but excluding burglar alarms	10

- 9.12. NPH's usual position is that we will not take responsibility on behalf of WNC for carrying out repairs or for replacing fixtures, fittings etc. that have been



installed by the tenant. However, we will exercise discretion in implementing this approach, considering the reasonableness and appropriateness of carrying out repairs or replacements based on circumstances, including through a risk assessment of the situation. If it is decided that NPH will carry out the work, it will in-line with our standard specification and not necessarily a like for like replacement.

10. Planned Maintenance

10.1. This is work that is carried out on a programmed basis. It includes:

- Planned works programmes of component replacement, including items such as windows, doors, kitchens and bathrooms
- Cyclical preventative maintenance to finishes and components to help prevent deterioration and prolong the life and durability of items such as timber, painted surfaces and UPVC items.
- Cyclical inspection and testing of equipment and installations to comply with legal or best practice requirements ('compliance' works)
- Major repairs programmes
- Grant funded projects.

Planned Work Programmes

10.2. Planned works involve the replacement or renewal of building elements or components due to them reaching the end of their life and include items such as kitchens, bathrooms, boilers, windows, doors, roof coverings etc.

10.3. We have developed and will continually update a 30-year programme of expenditure that meets the long-term investment needs of the housing properties. Our planned maintenance and improvement work programme will secure economies by being flexible and pre-emptive, replacing components on a 'just-in-time' basis, before they require costly repairs. This means that each programme of works will be developed, shaped and informed by a range of factors:

- The investment requirements identified in stock condition surveys
- Surveyor and operative judgements on prevailing conditions and serviceability
- The priorities of current and future tenants
- The need to ensure that incremental and sustained improvements are made to homes, using superior quality items that are more sustainable, offer better value for money over time and improve the environment of estates and communal areas

10.4. Our planned work programmes will be designed so they help minimise levels of current and future expenditure on responsive repairs and maintenance. Our



overall approach to the long-term maintenance of the housing portfolio is contained in the **Asset Management Strategy**.

Cyclical Preventative Maintenance

- 10.5. We will have appropriate programmes of preventative maintenance in place for building finishes and components to help prevent deterioration and prolong the life and durability of items such as timber, painted surfaces, and UPVC items. The value of this work is that it helps extend the period (lifecycle) before components need replacing or renewing, such as by treating or painting timber surfaces, helps maintain the good appearance of buildings, such as redecoration of internal common areas, the cleaning of UPVC items, or helps keep items fully operational through maintenance tasks such as oiling metal moving parts.
- 10.6. Whilst some of the time intervals for cyclical preventative maintenance may remain constant, some can vary. For instance, communal areas to flats, sheltered accommodation common rooms, etc. may require painting at different intervals. The common areas that are subject to reduced traffic or wear and tear will not require decorating at the same frequency as other parts subject to heavier traffic. Therefore, whilst the painting and decorating programme may identify the decoration to internal stairs and common rooms, these will be inspected and assessed before any work is undertaken. Where work is not required in the area it shall be re-scheduled for a future inspection within a suitable timescale.

Cyclical 'compliance' activities

- 10.7. Our cyclical 'compliance' activities fall into several programmes requiring a visit to each property on different cycles or at different fixed time intervals.
- 10.8. The activities comprise the following main items, with the detailed policy arrangements for each item contained in the listed NPH Policy Document:

Cyclical Compliance Activity	Principal checks, testing and servicing	NPH Policy Document
Gas Safety	• Servicing and safety check at least annually	Gas Safety Policy
Fire Safety	• Periodic inspection and testing of equipment including smoke detectors, fire detection systems, and emergency lighting. • Conducting and periodical review of Fire Risk Assessments (FRAs)	Fire Safety Policy



Electrical Safety	• 5 yearly periodic inspection and testing of electrical installations • Annual portable appliance testing	Electrical Safety Policy Domestic Electrical Installation Condition Reporting Policy
Lift Safety	• Periodic inspection and testing of all lifting equipment, including passenger lifts and stairlifts	Lift Safety Policy
Asbestos Safety	• Periodic inspection and ongoing management of asbestos in buildings	Asbestos Policy Asbestos Procedure and Guidance
Water Safety	• Periodic inspection and testing of stored water installations and 'at risk' water supply outlets	Water Safety Policy

10.9. Any remedial works or repairs identified during testing or servicing works will be completed within the relevant repair priority timescales of the Repairs Policy.

11. Service Contracts

11.1. Service contracts include the range of estate management arrangements that need to be in place to ensure we meet the requirements and our obligations for maintaining communal areas and estates.

11.2. We will therefore make sure service contracts are in place for:

- Regular grounds maintenance of communal areas
- Cleaning of communal areas

12. Aids and adaptations

12.1. We are committed to facilitating and supporting independent living, by carrying out alterations to meet the special needs of individuals to enhance their lifestyle and where appropriate enable them to remain in their current home. We will work with the social services department and other appropriate agencies to ensure funding is available to enable this to happen.

12.2. We will assist tenants to secure aids and adaptations to their homes by:



- Helping identify what type of aids and adaptations might be most suitable, working as needed with specialist Occupational Therapists to determine individual's requirements
- Directly undertaking the work using NPH's funds
- Helping them apply for a Disabled Facility Grant (DFG)

12.3. Aids and adaptations may include:

- Grab rails, door alterations, ramps, handrails, stair lifts etc
- Low access baths, provision of showers, lever taps, WC adjustments
- Alterations to kitchen units, raising electrical sockets and lowering switches.
- Stairlifts

12.4. We will repair and maintain all aids and adaptations that are directly provided by NPH or through a DFG. We will replace items at the end of their economic life provided they are still required.

12.5. When a property is relet, as part of the void works, we will remove any aids and adaptations that are not required by the new tenant. We will repair, maintain, and replace as necessary any adaptations retained in the property.

12.6. In meeting the above objectives, we will provide a responsive service to tenants who are or become vulnerable or who have special needs arising through disability or infirmity.

12.7. The **Aids & Adaptations Policy & Guidance** provides further details of the process.

13. Tenant involvement

13.1. It is important that tenants and leaseholders actively shape and influence the services we deliver as tenants of the service. This will help us develop and improve our tenant-facing offering. Not only is this good practice, but it will also ensure we meet the expectations of the Regulator's Transparency, Influence and Accountability Standard. This requires us to give genuine consideration of tenants' views so they can be at the heart of different levels of decision-making about the delivery of our services.

13.2. The **Resident Involvement & Influence Strategy** aims to create a two-way process where tenants and NPH work together to improve services and make decisions that matter to the tenants. It places the tenant at the heart of everything we do. It is intended to serve as our guiding principle, our 'north star' to ensure we consistently focus on what truly matters to our tenants.

13.3. We will therefore engage with involved tenants to ensure they:

- Have a voice and input to the repair and maintenance service so they can help make sure it is appropriately shaped around tenants' needs



- Have opportunities to question and discuss issues in relation to the service, to help us continually improve and tailor service delivery
 - Receive and have opportunities to scrutinise reports on our performance, including on responsive repairs, voids, cyclical and planned works, and levels of tenant satisfaction
 - Can monitor and scrutinise any local standards and service improvement plans
 - Be involved in the development of specifications for programmes of work
 - Are enabled, encouraged and supported in monitoring and scrutinising our strategies, policies, contracts and programmes of work
 - Have opportunities to be involved in contract selection and monitoring
 - Work with us to agree how best to engage more widely in ensuring all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies and services, considering the diverse needs of tenants.
- 13.4. Our work in this area links with the work of the NPH Service Quality Committee.
- 13.5. To help demonstrate how tenants have helped shape and influence the development of our services we will communicate how their views have been considered in decision making about how services are delivered.

14. Tenant service standards and meeting the diverse needs of tenants

Service requests and complaints

- 14.1. Through the Repairs Policy we aim to deliver an effective and efficient repairs service that meets the needs and expectations of tenants and in-line with the Housing Ombudsman Complaint Handling Code. Aligning our Service Standards, we seek to treat tenants fairly, get things right first time, make it easy to deal with us, and keep people informed through the repair journey. We also aim to meet the standards and targets we set in our Key Performance Indicators (KPIs).
- 14.2. If something has gone wrong during the repair journey, we encourage tenants to raise a service request, requiring us to take action to put something right. Service requests are not a complaint, but will be recorded, monitored and reviewed regularly.
- 14.3. A complaint is when a tenant has had to contact NPH to raise dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Complaints about repairs will be dealt with in accordance with the **Complaints and Feedback Policy**.

Meeting diverse needs



- 14.4. It is crucial that we respect the differing needs of tenants in the delivery of our repair and maintenance services to ensure we meet the expectations of the regulatory Transparency, Influence and Accountability Standard. To meet these requirements, we will ensure we:
- Have a clear understanding of our tenant community with clear regularly updated service user profiles
 - Ensure we have a thorough knowledge and understanding of the diverse needs of our tenants, such as disabled people, older people and people from minority cultural backgrounds
 - Treat all tenants with fairness and respect, adapting and tailoring services and communications to meet tenants' individual and diverse needs. This includes vulnerable tenants, such as people in older age groups or people with a disability, prioritising work as appropriate
 - Make tenants aware of the different ways in which services are tailored to meet their needs.
- 14.5. We recognise that our in-house maintenance team and contractors play a key role in delivering the high standards of tenant service we seek. We will ensure that whoever delivers repair work they meet our expectations for tenant service and excellence.

15. Performance monitoring and accountability

- 15.1. We will measure our performance and benchmark ourselves against other social housing providers through a range of Key Performance Indicators (KPIs). These indicators will help drive continuous improvement.
- 15.2. The KPIs will include those required for regulatory reporting of Tenant Satisfaction Measures, as well as additional KPIs designed to support benchmarking and to help our own performance management priorities.
- 15.3. The full definition and details for each KPI are set out in our Performance Management Framework and Procedure.
- 15.4. Monthly performance below the KPI targets will be subject to a review and improvement plans put in place as needed to address poor performance.
- 15.5. Our overall approach to managing the risks associated with our repair and maintenance work will adopt the principles of the Three Lines of Defence Model. As such, we will have in place:
- **Management controls and internal control measures:** Collectively, managers and staff who are responsible for identifying and managing risk will have the necessary knowledge, skills, information, and authority to operate the relevant policies and procedures of risk control.



- **Functions to oversee compliance and manage risk:** we will ensure the policies, frameworks, tools, techniques and support are all in place to enable risk and compliance to be managed in the first line. We will monitor and assess how effectively we are carrying out the first line to help ensure consistency and measurement of risk.
- **Independent assurance:** we will have internal audit processes in place to ensure that the first two lines are operating effectively and advise how they could be improved. This will report to the Executive Team and Board/s and will provide an evaluation, through a risk-based approach, on the effectiveness of governance, risk management, and internal control, as well as providing assurance to the Regulator for Social Housing.

16. Continuous improvement

16.1. We recognise the importance of ensuring continuous improvement in the operation and performance of our repairs and maintenance arrangements.

16.2. To achieve this, we will:

- Review the Repairs Policy and all related policies on a regular basis, at least annually, to see if they remain sufficiently robust and effective, to meet the requirements of the regulatory framework, and in line with best practice.
- Identify and take concerted action on KPI performance that falls below the required level, regularly monitoring and reviewing the position so we can seek to take action to work with the contractor/s to remedy the problem/s.

Staff Training

16.3. We are committed to ensuring that staff training supports the operation and management of all our repairs and maintenance arrangements.

16.4. To do this, we will ensure that all front-line teams, including tenant service staff and operatives, are trained in working positively with tenants to organise and communicate works effectively and to secure access to carry out work, as well as correctly escalating cases in accordance with procedures.

16.5. We will also ensure staff are suitably skilled and qualified for the role they are required to undertake. We will ensure they receive suitable training in technical and contract management skills so that our maintenance arrangements are managed to maximum benefit for NPH and tenants.

17. Responsibility and Review

17.1. The Assistant Director of Repairs is responsible for the review and implementation of this policy document, and its associated process.

17.2. This policy was first published on the 20 October 2026 and will be reviewed every year. The next review date will be the 20 October 2027.

