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1. Introduction

- 1.1 Warrington Housing Association Limited is committed to providing high quality, affordable housing. WHA aim to ensure our housing stock is well maintained by providing a comprehensive, high quality repairs and maintenance service.
- 1.2 This policy covers the areas of reactive maintenance, cyclical maintenance and major repairs and outlines the Association's broad aims in relation to our repairs and maintenance service.

2. Aims & Objectives

- 2.1 This policy aims to achieve the following of the Association's Strategic Objectives and to meet its statutory and contractual responsibilities.
- 2.12 To constantly provide sector leading properties that are safe, secure, energy efficient and affordable.
- 2.13 To ensure our homes are homes which people are proud to live in, exceeding their expectations now and in the future.
- 2.14 To achieve an efficient and effective reactive repairs service that is responsive to the needs of our customers and get repairs done right, on time, first time.
- 2.15 To enable adaptation work to be carried out in order to meet the individual needs of our customers.
- 2.16 Ensure effective systems are in place for monitoring and recording information about stock condition. This information shall underpin the planning of maintenance and improvement works and the financial planning process.
- 2.2 WHA will keep in good repair the structure and exterior of all our dwellings and common areas, together with the components that make up each property. We will ensure installations for the supply of water, gas, sanitation and heating are in good working order and service communal equipment supplied by WHA in accordance with current legislation and/or good practice.

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- 2.3 WHA has an obligation to provide a repairs and maintenance Service, including its partners to whom the association is the Managing Agent. It covers WHA approach to responsive repairs, planned and cyclical maintenance.
- 2.4 We aim to provide an equal access to the service and will not discriminate, colleagues and contractors are to follow WHA Equality and Diversity Policy.

3. Legislative & regulatory requirements

3.1 Legislative and Regulatory requirements include the need to comply with a range of health and safety duties imposed on landlords;

- Responsibilities set out in the Landlord & Residents Act 1985.
- Right to Repair Regulations 1994.
- Decent Homes Standard. Housing Health & Safety Rating System (HHSRS).
- Homes (Fitness for Human Habitation) Act 2018
- Defective Premises Act 1972
- Gas Safety (Installations and Use) Regulations 1998
- Control of Asbestos Regulations 2012

4. Response Repairs & Customer Service

4.1 WHA will provide a variety of ways for our customers to report repairs, including:

- Telephoning the office on 01925 246810
- Emailing the office at admin@wha.org.uk
- Reporting the repair via the website www.wha.org.uk
- Reporting the repair on-line via Homemaster Customer Portal
- Reporting the repair to the Property Services Officer or Housing Officer on site
- In writing to our office at the Gateway, 89 Sankey Street Warrington WA1 1SR

4.2 We will provide appropriate interpretation and translation services.

4.3 A seamless out of hour's service will be available for emergency repairs. This means that unless the repair creates a danger to life or may cause serious damage to property or possessions it may not be dealt with until the following day.

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5. Repair Categories and Response Times

5.1 WHA will comply with the Right to Repair Regulations (1994). Qualifying minor repairs must be completed within set timescales.

5.2 We will categorise reported repairs according to the level and nature of the repair / response required. We will aim to apply a consistent approach to categorisation and ensure that colleagues are appropriately trained to achieve this. We will operate the following categories, each with a different target completion timescale.

5.3 The repairs service will operate within core hours unless arrangements are made to specifically work outside of these hours.

Core Hours are Monday to Friday 9am to 5pm

5.4 Responsive repairs procedure set out that:

- Emergency Repairs: To be responded to within 4 hours of when repair was notified and completed or made safe. If not completed it will be re-attended to under the urgent category and a separate order raised.

5.5 Emergency repairs shall include any incidents which may be a risk to health and safety, which make a property uninhabitable or are required to avoid serious damage to a property. This includes, but is not restricted, to the following:

- Gas leaks
- Burst pipes and tanks
- Total Loss of electrical power or electrical faults endangering life and property
- Total Loss of water supply
- Broken or choked W.C
- Fires or break-ins
- Lightening, flood or storm damage
- Structural problems causing a danger to customer and the general public

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Any follow up work will be allocated a completion category timescale that reflects the extent and nature of the work required.

5.6 Urgent Repairs: To be attended within 24hrs of when repair was notified. Faults and incidents that require prompt attention but which do not arise as a result of emergency circumstances shall be categorised as urgent. This includes, but is not restricted, to the following:

- Electrical fault not falling into emergency category
- Loss of heating not falling into emergency category
- Overflow running constantly
- Cistern not flushing
- Rain penetration
- Fault at controlled entry

5.7 Routine Repairs: To be completed within 21 working days of when the repair was reported. This includes the following:

- Minor plasterwork repairs
- Dripping Taps
- Internal Door Repairs
- Creaking/Loose Floorboards
- Failed Double Glazed Units

5.8 All other items of non-urgent work shall be categorised as Routine. Contractors shall be instructed to complete the required repair within 21 working days. The Association reserves the right to amend the completion category and timescale for individual repair works to take account of unforeseen or other specific circumstances. These include, for example, a requirement to order parts and materials, specialist works and additional works being identified when repairs are being carried out.

5.9 Any amendment to the completion timescale will be clearly recorded in order to create an appropriate audit trail.

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5.9.1 The Association endeavours to ensure that the majority of the repairs completed are completed right first time. In order to meet the definition of “completed right first time” a reactive repair must be completed:

- Within the appropriate timescale agreed locally with customers
- Without the need for a contractor to be recalled.

5.9.2 Due to the nature of some repairs, one or more visits may be planned by the contractor to carry out the works. However, if this means that the repair timescale is not met then the repair can be classed as right first time.

5.9.3 As an organisation we understand the need for the repairs service to have technical expertise within our colleagues to undertake assessments on our properties that determine appropriate repair action to be taken.

5.9.4 The Property Services Officer & Asset and Compliance Officer provide guidance to the Customer Service Team on the various types of scenarios that may require a pre inspection and inspects more complex repair works in order to diagnose the issue and find a resolution. If a pre inspection is required this will not alter the overall priority timescales set to complete a repair. In general we will pre inspect the following types of scenario:-

- Any reported structural defect that has the potential to cause harm or deteriorate rapidly.
- Reports of condensation, damp or mouldy conditions.
- Jobs that have the potential to cost more than £500 in value e.g. a request for a new door or window.
- Requests for major plastering repairs.
- Request for new fencing or garden drainage problems.
- Reports of defective or broken components and appliances such as a bath or sink unit.
- A repair which cannot be diagnosed from the information provided by the tenant.
- A repair which is recurring regularly
- A repair that may have been caused as a result of damage by the tenant for which the tenant may be charged.

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- Void property (jointly with the contractor)
- Medical adaptation • A completed repair with a cost greater than £1500
- Planned and cyclical maintenance works
- When a complaint has been made under our Complaints Policy.

6. Communication

When a repair is reported, customers will received acknowledgement by text or email (providing an up to date current contact telephone number and/or email is held)

7. Customer Repair Obligations

Customer responsibilities for repairs are set out in their general terms in the WHA Tenancy agreement:

7.1 A customer is responsible for all repairs where the customer, anyone living with them or any visitor should:

- Cause damage
- Destroy
- Remove
- Lose
- Alter
- Replace

8. Chargeable Repair

WHA must ensure that its resources for repairs and maintenance are maximised and therefore will recharge customers for repairs that are not WHA responsibility e.g. replacement lost keys. If WHA has to carry out a repair to a property which has been caused through damage, either wilful or accidental this will be classed as a recharge.

9. Right to Buy/Acquire

Where customers have applied to purchase their home, repairs will be restricted to emergencies only.

10. Planned Maintenance.

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- 10.1 The Property Services Department shall implement a robust and transparent system of planning and costing future maintenance work. This shall be based upon the recording of detailed, accurate and up to date information on its properties and their components and features.
- 10.2 Our planned investment programme is developed from our stock condition database, including information on installation dates, component life cycles and actual condition (based on inspection rather than life cycle)
- 10.3 Expenditure on planned maintenance will be balanced and a realistic programme of works will be produced in accordance with the provisions of its Procurement Policy and Financial Standing Orders.
- 10.4 WHA will build effective working relationships with high performing contractors, suppliers and consultants.
- 10.5 We aim to improve our average SAP rating by focusing on properties with relative low thermal efficiency.
- 10.6 A detailed planned maintenance programme will be produced and reviewed annually.

11. Cyclical Maintenance

- 11.1 Cyclical maintenance is work required to be carried out on a regular basis to ensure the safety of our customers and to prevent the gradual deterioration of a property, its components and finishes and also to ensure that property / area standards are maintained.
- 11.2 We will undertake cyclical testing and maintenance of components, including gas heating systems, electrical circuits, lifts etc in accordance with current legislation, health and safety guidelines and other appropriate industry standards.

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12.. Adaptations.

12.1 The Association shall support and assist the carrying out of works which will enable independent living and enhance the quality of life of our customers with particular mobility or other impairments. In doing so it shall follow best practice and regulatory guidance in relation to procurement of works; and aim to ensure such adaptations are carried out quickly and competently.

12.2 The Association will only refuse to carry out adaptive work in exceptional circumstances. This will include when:

- The location of the property or property layout and type makes it unsuitable for the long-term use of the tenant requesting the adaptation.
- Suitable alternative accommodation can be made available.
- The adaptation is technically difficult to achieve without detriment to the property and other tenants.
- Funding is not available.
- The specific advice from relevant agencies is that the proposed adaptation would not be appropriate

13. Disrepairs

13.1 The main objective is to avoid litigation wherever possible and to follow Housing Protocol Guidelines on seeking alternative dispute resolution and evidencing this.

13.2 Where litigation cannot be avoided, we aim to ensure the Disrepair protocol is followed and all timescales are adhered to minimise the impact of the claim

14. Contractors

WHA will appoint suitable contractors who will have appropriately trained and skilled colleagues to carry out repairs. All contractors are financially

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vetted and will have signed up to WHA Policies and Procedures in respect of confidentiality, data protection, Health & Safety, Equality and Diversity and code of conduct

15.. Performance Monitoring.

15.1 The Association shall maintain internal information systems which are based around ensuring effective monitoring, control and reporting of its repairs and maintenance activities.

15.2 Comprehensive records of all repairs and maintenance work shall be held with a view to demonstrating transparency in the way work has been carried out and authorised.

15.3 The Association will monitor repairs and maintenance performance using both regulatory and local performance indicators as follows:

- Number and average time taken to complete Emergency repairs
- Number and average time taken to complete Non-Emergency repairs
- Tenant satisfaction with repairs and maintenance services
- How many times in the reporting year the Association did not meet its statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check.

16. Decants

From time to time customers may have to move out of their home on either a temporary or permanent basis to enable works to be undertaken. If a property is considered 'unsustainable' WHA will work with customers to arrange a permanent or temporary relocation.

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17. Damage Caused by Police

Occasionally the police may need to effect entry to a home to detect or prevent a crime. If it is found that the Police have lawfully entered the property, the cost of any resultant repairs will be the customer's responsibility. If the customer fails to make good the damage WHA reserves the right to rectify the damage and charge the customer.

18. Insurance

WHA will insure the fabric and structure of the buildings but will not insure the customer's contents. In the event of the structure or fabric of the building being damaged, WHA will carry out the repair, but it is the customer's responsibility to replace any home contents and have cover for any consequential loss

19. Vulnerable People

WHA recognises that some customers are vulnerable and may require an enhanced repairs service either on a permanent or temporary basis. WHA will endeavour to provide this service and work with external agencies and its repair contractors to ensure those customers' needs are known and acted upon

20. Right to Repair/Improvement

Section 96 of the Housing Act 1985 (as amended) gives customers the 'Right to Repair'. Customers have the right to have certain urgent minor repairs carried out where the repair may affect health, safety or security.

If WHA should not complete the repair within the target time, nor complete the repair after a second request, the customer may be entitled to compensation.

From time to time customers may wish to carry out improvements to their home and in general WHA will not unreasonably withhold or refuse

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permission. Customers must receive written consent from WHA and have all necessary approvals e.g. planning permission or building regulation approval and safety certificates on completion of gas and electrical works must also be obtained.

21. Customer Satisfaction and Feedback

WHA takes dissatisfaction with its repairs service or performance of its contractors seriously and will always welcome feedback. All complaints regarding a repair or the conduct of any contractors will be dealt with as per WHA complaints policy

22. Resident Involvement and Consultation

22.1 WHA will involve customers in monitoring service standards, reviewing and modifying contract specifications, selecting Contractors and monitoring their performance.

23. Equality and Diversity.

23.1 This policy complies with the Equality Act 2010 and the Association's Equality and Diversity Policy.

In recognition of this we aim to deliver services that are;

- Relevant and accessible to all
- To meet both the specific needs of the individual, including those with additional support
- The diverse needs of the wider community

24. Monitoring and Review

24.1 We will monitor and report on maintenance performance and use this information to identify areas for improvement.

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24.2 This policy will be reviewed every 3 years, or sooner if required by statutory, regulatory or best practice.

24.3 All reviews will consider whether

- The current policy aims and objectives are being met.
- The current policy outcomes meet the needs and aspirations of our customers
- The policy offers VFM

25. Responsibility

25.1 The Board has overall governance responsibility for health and safety and compliance and ensuring the organisation complies with all relevant legislation and regulation

25.2 The Director of Operations will oversee the implementation of the Repairs and Maintenance Policy with Operational Support from the Head of Asset Management.

25.3 The Property Services Officers and Asset & Compliance Officer will be responsible for overseeing the delivery of the responsive repairs service, planned and cyclical maintenance element of this policy.

25.4 The Head of Customer Services is responsible for providing a high quality and effective communication with customers reporting repairs.

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Who's Responsible for Repairs	Association	Tenant	Rechargeable to Tenant
Doors/internal			
Internal doors and ironmongery		X	
Skirting boards	X		
Architraves	X		
Internal frames and architraves		X	
Door alterations (for floor coverings and carpets)		X	
Stairs			
Staircase, banister and handrails	X		
Stairlifts if agreement is in place	X		
Treads and risers	X		
Stair coverings		X	
Bathroom			
WC-Blocked WC		X	X
Blocked WHB Waste		X	
Blocked Shower Waster		X	
Baths, basins, WC	X		
Baths, basins, WC (damaged by tenant)		X	X
Bath Panels	X		
Damaged bath panels		X	X
Toilet seats (general needs)		X	
Toilet seats (sheltered and supported)	X		
Bathroom leaks due to bathing		X	X
Faulty Taps	X		
Faulty taps due to tenant damage		X	X
Showers installed by the association	X		
Showers not installed by the association		X	
Shower heads		X	
Shower rails and curtains		X	

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Internal pipe boxing (if installed when tenancy began)	X		
Plugs and chains		X	
Towel rails and holders		X	
Kitchen			
Kitchens installed by the association or in situ when tenancy began	X		
Kitchens not installed by the association		X	
Cupboard drawers	X		
Worktops	X		
Door catches, handles and hinges		X	
Taps	X		
Provision for washing machine	X		
Provision for dishwasher		X	
Plugs and chains		X	
Electrical Items			
Electrical wiring, sockets and light fittings	X		
Hard wired smoke alarms	X		
Battery operated smoke alarms		X	
Consumer units	X		
Storage heaters	X		
Electric fires (association fitted)	X		
Electric fires (not association fitted)		X	
Bulb change to electric fire		X	
Electric supply		X	
Rewireable fuses	X		
Immersion heaters	X		
Disconnection and reconnection of cookers		X	
Disconnection and reconnection of cookers (Decant)	X		
Extractor fans	X		
Cleaning of extractor fans		X	
Aerial sockets		X	
Ventilation units	X		
Co2 detectors	X		

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Pull cords	X		
Plumbing			
Water service from the boundary to internal stop tap	X		
Blocked sink, bath or basin		X	X
Blocked WC		X	X
Sink unit	X		
Wash hand basin	X		
Bath or shower tray	X		
Plugs and chains		X	
Sealants to bath	X		
Bleeding of radiators		X	
Boxing in of new or existing pipework		X	
Provision for washing machine	X		
Blockages caused by washing machine		X	
Provision for dish washer		X	
Provision for tumble dryer		X	
Ventilation for tumble dryer	X		
Gas			
Gas boilers	X		
Repressure gas boiler		X	
Gas pipework	X		
Supply of gas and gas meter		X	
Gas fires (association installed)	X		
Gas fires (not association installed)		X	
Radiator valves	X		
Timer clocks and thermostats	X		
Cookers		X	
Disconnection of gas cooker		X	
Installation of gas cooker		X	
Annual gas service	X		
Service of tenants own appliance		X	
Walls			
Plaster air vents and airbricks	X		
Plaster cornices	X		

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Minor plaster repairs e.g. hairline cracks and small holes		X	
Plaster repairs when redecorating		X	
Wall tiling	X		
Tile grouting		X	
Fireplaces (gas/elec)	X		
Internal decoration		X	
Floors			
Floor joists	X		
Chipboard flooring	X		
Timber floorboards	X		
Concrete floor finishes	X		
Worn vinyl floor tiling when fitting by the association	X		
Damaged vinyl flooring when fitted by the association		X	X
Carpets and laminates		X	
Other Flooring installed by tenant		X	
Carpet grippers		X	
Home energy efficiency			
Draught proofing to windows	X		
Draft proofing to external doors	X		
Hot water cylinder jackets	X		
Low energy light bulbs		X	
Aids and Adaptations			
Shower seats	X		
Handrails	X		
Ramps and adapted walkways	X		
Pull cord systems	X		
Whale pumps	X		
Flooring to level access shower	X		
Keys safes		X	

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Roof			
Roof structure and covering including chimneys & repointing	X		
Guttering and rainwater goods	X		
Fascias, Soffits and barge boards	X		
Roof leaks / damage	X		
Chimneys sweeping	X		
TV / Satellite aerials unless they are communal		X	
Meter cupboard doors (Gas and Electric) The permali plastic doors		X	
Structure			
External walls and copings	X		
Rendering	X		
Foundations	X		
Timber or UPVC porches installed by the association	X		
External painting	X		
Windows			
Window frames	X		
Concrete and timber cills	X		
Glazing (with severe condensation)	X		
Glazing (if damaged)		X	X
Internal cills and reveals	X		
Window handles	X		
Window vents	X		
Window keys		X	X
Doors/External			
External doors and frames	X		
Damaged external doors/frames		X	X
Thresholds and cills	X		
Locks, bolts and handles through wear and tare	X		
Spy holes and additional security		X	
Door entry systems	X		
Faulty security alarm if installed by WHA	X		

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Code change to security alarm		X	
Door bells (battery operated)		X	
Door bells (hard wired) installed by the association	X		
Replacement keys		X	X
Gaining access when keys are lost		X	X
Pipes and drains			
Soil and vent pipes	X		
Drains and gully surrounds	X		
Gully grids	X		
Inspection chambers	X		
Clearing blocked drains, sink and shower/bath wastes		X	X
Gardens & Boundaries			
Garden maintenance general needs		X	
Tree maintenance in tenants gardens		X	
Garden walls (not boundary)	X		
Garden flooding		X	
Front and rear Boundary Fencing	X		
Intermediate fencing		X	
Fencing staining/painting		X	
Front and rear side gates	X		
Garden timber sheds		X	
Concrete outhouses	X		
Line posts	X		
Rotary driers unless communal		X	
Clothes lines/pegs		X	
Car hard standing repairs	X		
Dropping kerbs for parking		X	
Patio areas (association installed)	X		
Patio areas (tenant installed)		X	
Pest control		X	
Communal Areas			
Lifts and stairwells	X		

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Communal lighting and security	X		
Communal decoration and upkeep	X		
Grounds maintenance	X		
Tree maintenance	X		
Parking bollards	X		
Flooring	X		
Pest control (communal area)	X		
Drying areas	X		
Window cleaning (communal)	X		
TV Aerial/Satellite	X		

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The Gateway, 89 Sankey Street, Warrington, WA1 1SR

Tel: 01925 246810

Email: admin@wha.org.uk

Website: www.wha.org.uk

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