



WILLOW TREE

HOUSING PARTNERSHIP

Repairs Policy

Version:	v3
Responsibility for the Policy:	Head of Assets & Repairs
Date approved by Executive	26 November 2024
Date approved by Board (if applicable)	December 2024
Date due for review:	December 2027

1. Statement of Intent

This policy sets out Willow Tree Housing Partnership's (WTHP) approach to the delivery of an effective and efficient responsive repairs, maintenance, and improvement service. This is essential to ensure compliance with the Consumer Standards as set out by the Regulator for Social Housing and to achieve an elevated level of customer satisfaction. WTHP will ensure that there is a balance between planned, capital, and responsive repairs that represents value for money. WTHP will deliver a responsive service that places tenants at the heart, making sure that staff are well trained and understand the importance of honest communication when dealing with this key service area.

2. Policy Objectives

This policy applies to rented properties only. Leasehold and shared ownership properties and their respective communal areas will be maintained in accordance with the terms of their lease agreements.

The policy outlines our approach to responsive repairs, cyclical and capital works.

2.1. Responsive Repairs

We will deliver an accessible, high-quality and customer focussed repairs service. We aim to complete all repairs as soon as possible and at a convenient time for our tenants. Repairs are categorised with the following target timescales:

- Emergency Repairs – attend within 24 hours
- Routine Repairs – attend with 28 days

2.2. Cyclical Works

Cyclical works are a series of routine maintenance tasks that are performed on a regular basis to maintain the condition of our properties and ensure we meet the Decent Homes Standards. We will carry out the following cyclical works in accordance with relevant statutory requirements:

- Redecoration of the external areas of properties normally on a rolling 7-10 year programme.
- Redecoration of the communal internal areas of blocks of flats normally on a rolling 7-10 year programme.
- Gas servicing - an annual service and safety check will be carried out on all gas boilers and heating systems.
- Renewable heating – an annual service and safety check will be carried out.

- Smoke alarms and carbon monoxide alarms will be tested and serviced on an annual basis
- Electrical safety certification – conducted every 5 years.
- Portable appliance testing – annually where required.
- Legionella testing – fortnightly where required.
- Passenger lift safety – quarterly servicing and safety inspections will be carried out.

2.3. Capital Works

A capital works is a permanent major change to a capital component, which are planned and normally replaced, subject to up to date stock condition data, on the basis of a notional lifetime. These works include:

- Kitchens (25 years)
- Bathrooms (30 years)
- Gas Boilers (15 years)
- Renewable Heating Systems (15 years)
- Photovoltaics and Solar Thermal Panels (20 years)
- Doors and Windows (40 years)
- Roofs (60 years)

These works maintain properties in a decent condition and helps to reduce future maintenance costs.

2.4. Voids (empty homes)

When a property becomes empty, it will be relet to a good standard, with all safety checks having been completed.

2.5. Mutual Exchanges

Wherever a mutual exchange is approved, statutory safety checks will be undertaken to ensure compliance at point of exchange; the property will be expected to be left to the standard expected by the landlord. Should incoming tenants accept otherwise they will be reminded that the repair obligation is theirs in accordance with the applicable law relating to mutual exchanges.

2.6. Tenant Alterations to Properties

Tenants are able to request our consent for alterations to their homes at their own expense. We will not refuse consent to any reasonable request, but we may outline specific conditions to be followed.

2.7. Right to Repair

WTHP will comply with statutory and regulatory guidance on the right to repair.

3. Performance Standards

Performance on repairs will be reported to the Executive team monthly and to the Board on a quarterly basis including:

- End to end time for repairs
- First time fix
- Customer satisfaction with the repairs service
- Percentage of properties with a valid gas safety certificate
- Percentage of properties with a valid electrical safety certificate
- Percentage of properties with a valid EPC certificate
- Repair cost per property
- Percentage of post inspections carried out on repairs over £1000.

4. Reference Documents

External

[Regulator of Social Housing Safety and Quality Standard](#)

[Regulator of Social Housing Transparency, Influence and Accountability Standard](#)

[Decent Homes Standard](#)

Internal

Asset Management Strategy	Health and Safety Policy
Gas Safety Policy	Electrical Safety Policy
Lift Safety Policy	Water Hygiene Policy
Void Management Procedure	

When setting policy, the Willow Tree Housing Partnership will ensure a golden thread of best practice runs through all aspects of its operations in respect of equality, diversity, and inclusion. It will seek to minimise adverse environmental impacts arising as a consequence of its work. This approach and all policies will be reviewed on their anniversary date or as new guidance or legislation is introduced, whichever occurs sooner.