POL029

REPAIRS POLICY

1. Purpose

1.1 This policy sets out Red Kite Group's approach (“Red Kite”) to delivering a responsive, accessible and high-quality repairs service to homes owned or managed by Red Kite Community Housing and Twenty11. It establishes the principles, responsibilities and service standards that underpin the delivery of day-to-day responsive repairs.

1.2 The purpose of this policy is to ensure that repairs are delivered in a way that:

- protects the health, safety and wellbeing of tenants and occupants;
- maintains homes in a safe, secure and good state of repair;
- complies with our legal, regulatory and contractual obligations;
- provides an accessible, fair and consistent service for all tenants;
- delivers value for money while making effective use of our resources; and
- supports continuous improvement through tenant feedback, performance monitoring and learning.

1.3 This policy supports compliance with the Regulator of Social Housing's Consumer Standards, particularly the Safety and Quality Standard, Transparency, Influence and Accountability Standard, Tenancy Standard and, where relevant, the Neighbourhood and Community Standard. It should be read alongside the related policies, procedures and operational guidance referred to within this document.

1.4 Red Kite are committed to providing a repairs service that is responsive to the differing needs of our tenants. We will deliver repairs fairly, communicate openly throughout the repairs process, make reasonable adjustments where appropriate, and take account of individual circumstances when assessing repair priorities and arranging appointments.

1.5 Red Kite recognises that a well-maintained home is fundamental to the health, wellbeing and independence of our tenants. We will work collaboratively with tenants, contractors and partner organisations to deliver repairs safely, efficiently and respectfully, while continually seeking opportunities to improve the service through engagement, performance monitoring and learning from feedback, complaints and service outcomes.

2. References

2.1 Related Policies and Procedures

This policy should be read alongside the following Red Kite Group policies, procedures and standards, which support the delivery of the repairs service:

- Adaptations Policy
- Damp, Mould and Condensation (Awaab's Law) Policy and Procedure
- Empty Homes Policy
- Lettable Standard
- Recharge Policy
- Compensation Policy
- Complaints Policy
- Reasonable Adjustments Procedure

- Home Return Standard
- Asset Management Strategy
- Contractor Code of Conduct

2.2 Legal and Regulatory Framework

This policy has been developed having regard to relevant legislation, statutory guidance and regulatory requirements, including but not limited to:

- Landlord and Tenant Act 1985 (including Awaab's Law)
- Defective Premises Act 1972
- Housing Act 2004
- Homes (Fitness for Human Habitation) Act 2018
- Environmental Protection Act 1990
- Commonhold and Leasehold Reform Act 2002
- Party Wall etc. Act 1996
- Health and Safety at Work etc. Act 1974
- Construction (Design and Management) Regulations 2015
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Pre-Action Protocol for Housing Conditions Claims (England)
- Social Housing (Regulation) Act 2023
- Equality Act 2010
- Data Protection Act 2018 (where personal information is processed in connection with repairs services)

Where legislation is amended or replaced, this policy will be interpreted in accordance with the current legal requirements.

In delivering repairs services, Red Kite Group will comply with the Regulator of Social Housing's Consumer Standards, including the Safety and Quality Standard, Transparency, Influence and Accountability Standard and Tenancy Standard, together with any applicable statutory guidance and regulatory requirements.

We will also comply with all relevant statutory compliance requirements relating to the safety of our homes, including but not limited to:

- gas safety;
- electrical safety;
- fire safety;
- water hygiene and Legionella management;
- lift safety;
- asbestos management;
- damp and mould;
- any other statutory health and safety obligations applicable to our housing stock.

2.3 Regulatory Standards

This policy supports compliance with the Regulator of Social Housing's Consumer Standards, in particular:

- Safety and Quality Standard
- Transparency, Influence and Accountability Standard
- Tenancy Standard
- Neighbourhood and Community Standard (where applicable)

The policy also reflects relevant guidance and learning published by the Housing Ombudsman Service relating to repairs, complaint handling, knowledge and information management, and damp and mould.

2.4 Associated Documents

Supporting operational procedures, guidance documents and service standards may be produced to assist with the implementation of this policy. These documents should be read in conjunction with this policy and will be reviewed periodically to ensure they remain current and effective.

3. Responsibilities

3.1 Board

The Board is responsible for approving this policy and for seeking assurance that Red Kite Group complies with its legal and regulatory obligations in relation to the repair and maintenance of its homes.

3.2 Executive Leadership Team

The Executive Leadership Team is responsible for ensuring appropriate governance arrangements, resources and assurance are in place to enable the effective delivery of this policy.

3.3 Assistant Director of Property

The Assistant Director of Property is responsible for the implementation, review and effectiveness of this policy and for ensuring that appropriate operational procedures, controls and performance monitoring arrangements are in place.

3.4 Managers

Managers responsible for delivering the repairs service will ensure that:

- this policy and supporting procedures are implemented consistently;
- employees and contractors understand their responsibilities;
- repairs are prioritised appropriately, taking account of health and safety risks, vulnerabilities and reasonable adjustments where applicable;
- performance is monitored and action is taken where standards are not being achieved; and
- lessons learned from complaints, tenant feedback, audits and service performance are used to improve the service.

3.5 **Employees**

Employees involved in delivering the repairs service are responsible for:

- complying with this policy and associated procedures;
- delivering services professionally, safely and respectfully;
- identifying and responding appropriately to safeguarding concerns, vulnerabilities and requests for reasonable adjustments;
- maintaining accurate records; and
- escalating risks or concerns where appropriate.

3.6 **Contractors and Service Providers**

Contractors and service providers acting on behalf of Red Kite Group are expected to:

- comply with the requirements of this policy and their contractual obligations;
- identify themselves appropriately before entering tenants' homes
- deliver repairs safely, competently and within agreed service standards;
- treat tenants, occupants and colleagues with dignity, courtesy and respect;
- comply with Red Kite Group's equality, diversity and inclusion expectations and Contractor Code of Conduct;
- identify and report any safeguarding concerns, property hazards or risks identified whilst working in tenants' homes; and
- cooperate with Red Kite Group's quality assurance, contract management and performance monitoring arrangements.

As part of all of our procurement activity we issue our expected standards of conduct to contractors and ensure they are adhering to this through on-site inspections and contract management.

3.7 **Tenants**

Tenants have a responsibility to:

- report repairs promptly;
- provide reasonable access to enable inspections, servicing and repairs to be carried out;
- take reasonable care of their home and report any concerns before they worsen;
- comply with the responsibilities set out in their tenancy agreement; and
- treat employees, contractors and others acting on behalf of Red Kite Group with courtesy and respect.

Where repairs arise from damage, neglect, misuse or unauthorised alterations, we may recover the cost of repairs in accordance with our Recharge Policy.

Red Kite recognise that some tenants may require additional support to meet their responsibilities and will consider individual circumstances before making decisions relating to recharges or enforcement.

3.8 **Shared Responsibility**

Maintaining homes in a safe and good state of repair is a shared responsibility between Red Kite Group, our contractors and our tenants. We will work collaboratively to resolve repair issues promptly, communicate openly throughout the repairs process and seek to achieve positive outcomes for tenants.

3.9 Landlord Responsibilities

As landlord, Red Kite are responsible for maintaining the structure and exterior of our homes and keeping in repair installations provided for the supply of water, gas, electricity, sanitation, space heating and water heating, together with any other items for which we are responsible under legislation, tenancy agreements or leases.

This includes (but is not limited to):

- structure and exterior
- roofs
- windows and external doors
- installations for gas, water, electricity, sanitation and heating
- communal areas
- landlord-installed kitchens and bathrooms

Red Kite is also responsible for maintaining communal facilities and shared services where these remain our responsibility under tenancy agreements, leases or other legal arrangements.

Detailed responsibilities are set out within tenancy agreements, leases, the Tenant Handbook and associated procedures.

4. Definitions

For the purposes of this policy, the following definitions apply.

4.1 Responsive Repair

An unplanned repair carried out in response to a reported defect or failure to restore a component or installation to a safe and serviceable condition.

4.2 Emergency Repair

A repair required to remove an immediate risk to the health or safety of occupants, prevent significant damage to the home, or secure the property. Emergency repairs will be responded to in accordance with the priority times set out in this policy.

4.3 Urgent Repair

A repair that does not present an immediate emergency but requires prompt attention to prevent deterioration, inconvenience or increased risk to the tenant or the property.

4.4 Routine Repair

A non-urgent repair that can be completed within the published routine repairs timescale without posing an immediate risk to the tenant, occupants or the property.

4.5 Planned Maintenance

Works identified in advance and delivered through a planned programme to maintain, replace or improve building components before failure occurs.

4.6 **Cyclical Maintenance**

Works undertaken at regular intervals to inspect, service, maintain or replace components in accordance with statutory requirements, manufacturers' recommendations or Red Kite Group's planned maintenance programmes.

4.7 **Rechargeable Repair**

A repair for which Red Kite Group is entitled to recover the cost from the tenant or leaseholder in accordance with the tenancy agreement, lease, legislation and the Recharge Policy.

4.8 **Vulnerability**

Any circumstance that may affect a tenant's or occupant's ability to access or receive services, or which may increase the impact of a repair issue. This may include, but is not limited to, age, disability, long-term health conditions, mental health, pregnancy, caring responsibilities, temporary illness, domestic abuse, safeguarding concerns or other individual circumstances.

4.9 **Reasonable Adjustment**

A reasonable adjustment is a proportionate change to the way we deliver our services or communicate with disabled people to remove or reduce barriers to accessing our services, in accordance with the Equality Act 2010. We will also consider appropriate adaptations to our service delivery where this supports the needs of people with other protected characteristics or individual circumstances, in order to provide an accessible, fair and inclusive service.

4.10 **Occupant**

Any person living in or lawfully occupying a Red Kite Group home, whether or not they are the named tenant.

4.11 **Contractor**

Any organisation or individual appointed by Red Kite Group to deliver repairs, maintenance, inspections or associated services on its behalf.

4.12 **Right to Repair**

The statutory scheme established under the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994, which gives eligible tenants the right to have certain qualifying repairs completed within prescribed timescales.

5. Key Principles

In delivering our repairs service, we will be guided by the following principles.

5.1 **Safety**

The safety of our tenants, occupants, employees, contractors and members of the public will always be our primary consideration. Red Kite will assess repairs according to risk, respond promptly to hazards and take appropriate action to ensure homes remain safe and fit for occupation.

5.2 **Customer Focus**

Red Kite will deliver a repairs service that is accessible, responsive and centred on the needs of our tenants. We will treat everyone with courtesy, respect and professionalism and will seek to make every interaction a positive experience.

5.3 **Equality, Diversity and Inclusion**

Red Kite are committed to providing a fair and inclusive repairs service. We will make reasonable adjustments where appropriate, take account of individual circumstances and vulnerabilities when delivering the service, and ensure that no tenant is disadvantaged because of a protected characteristic or other relevant need.

5.4 **Communication**

Red Kite will communicate clearly and openly throughout the repairs process. We will keep tenants informed of appointments, progress, delays and any changes to expected completion times, using appropriate communication methods wherever reasonably practicable.

Where changes to this policy affect the repairs service, service standards or what tenants can expect from us, we will ensure that relevant repairs information on our website is updated promptly and that significant changes are communicated to tenants through appropriate channels.

5.5 **Quality and Compliance**

Red Kite will deliver repairs that comply with relevant legislation, regulatory requirements and recognised industry standards. We will seek to complete repairs to a high standard, using suitable materials and competent contractors.

5.6 **Partnership Working**

Red Kite recognises that maintaining homes in good repair is a shared responsibility. We will work collaboratively with tenants, contractors and partner organisations to achieve positive outcomes and continuously improve the repairs service.

5.7 **Value for Money**

Red Kite will make effective use of our resources, balancing quality, safety, sustainability and cost to deliver value for money while maintaining high standards of service.

5.8 **Learning and Continuous Improvement**

Red Kite will use performance information, tenant feedback, complaints, compliments, inspections, audits and lessons learned to continually improve the quality, efficiency and effectiveness of our repairs service.

6. Policy Statement

6.1 The following sections set out how Red Kite will deliver a responsive repairs service in accordance with the principles contained within this policy and our legal and regulatory obligations.

6.2 Red Kite is committed to delivering a responsive repairs service that maintains our homes in a safe, secure and good state of repair. We will respond to reported repairs in accordance with the priority framework set out in this policy, ensuring that

resources are directed according to risk, legal obligations and the needs of our tenants.

6.3 We will respond promptly to reports of damp, mould and other potential health hazards, adopting a proactive, risk-based approach that prioritises the safety and wellbeing of tenants. We will comply with the requirements of Awaab's Law and associated legislation, ensuring hazards are investigated, communicated and remedied within the required timescales.

6.4 Repairs will be delivered in a way that promotes value for money, protects our assets and contributes to the long-term sustainability of our homes.

6.5 **Lettable Standard**

Red Kite will maintain our homes in accordance with the Red Kite Lettable Standard and other relevant asset standards adopted by the Group.

6.6 **Repair Priorities**

Red Kite will assess every reported repair according to the level of risk it presents to the health and safety of tenants and occupants, the condition of the home and our legal and regulatory responsibilities.

When determining the appropriate priority, we will consider:

- the nature and severity of the defect;
- the actual or potential risk to health and safety;
- the likelihood of further damage if the repair is delayed;
- any statutory or regulatory requirements;
- the vulnerability or individual circumstances of tenants or occupants;
- safeguarding concerns;
- the presence of young children, older people or pregnancy where relevant;
- cultural or religious considerations, including where continued access to running water is particularly important; and
- any reasonable adjustments required to ensure equitable access to the repairs service.

Where appropriate, repair priorities may be amended to reflect individual circumstances or increased risk.

The following priority categories apply to our responsive repairs service.

Priority	Target Response	Typical Examples
Emergency	Attend within 2 hours and complete or make safe within 24 hours	Gas escape (following attendance by the gas emergency service), uncontrolled water leak, dangerous electrical fault, insecure external door following a break-in, dangerous structural defect, significant flooding or similar situations presenting an immediate risk to people or property.
24 Hour	Attend and make safe within 24 hours	Repairs requiring urgent attendance to prevent further deterioration or significant inconvenience, but where there is no immediate danger to life.

Urgent	Complete within 5 working days	Repairs requiring prompt attention to prevent deterioration of the property or unnecessary inconvenience to the tenant.
Routine	Complete within 20 working days	Repairs that do not present an immediate health or safety risk and can be scheduled through our normal responsive repairs service.
Planned Maintenance	Delivered through a planned programme	Major component replacement or improvement works that are more effectively undertaken as part of an investment programme.
Cyclical Maintenance	In accordance with the relevant programme	Regular servicing, inspections and maintenance undertaken to maintain safety, compliance and asset performance.

The examples above are illustrative and are not exhaustive. Every repair will be assessed individually to ensure the most appropriate priority is applied.

Certain qualifying repairs are covered by the statutory Right to Repair Scheme. Where applicable, we will comply with the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994, including the prescribed repair timescales and compensation arrangements.

6.7 **Right to Repair**

Certain repairs are covered by the statutory Right to Repair Scheme, which applies to qualifying repairs for eligible secure tenants under the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994.

Where the scheme applies, Red Kite will:

- identify whether the reported repair qualifies under the Regulations;
- complete qualifying repairs within the statutory timescale, where reasonably practicable;
- inform tenants of their rights under the scheme; and
- where we fail to complete a qualifying repair within the prescribed timescale, comply with the statutory arrangements relating to alternative contractors and any compensation that may be payable.

The Right to Repair Scheme generally applies only where the statutory eligibility criteria are met, and to qualifying repairs with an estimated value of £250 or less. However, Red Kite Group aims to deliver a consistent repairs service across all homes that it owns or manages. We will therefore seek to apply the same repair priorities and response times to all tenants wherever reasonably practicable, regardless of tenancy type.

The table below sets out the statutory qualifying repairs and the maximum timescales within which they should normally be completed.

Qualifying Repair	**Maximum Timescale**
Total loss of electrical power	1 working day
Partial loss of electrical power	3 working days

Unsafe electrical socket, switch or fitting	1 working day
Total loss of water supply	1 working day
Partial loss of water supply	3 working days
Total or partial loss of gas supply	1 working day
Blocked flue to an open fire or boiler	1 working day
Total or partial loss of space heating or hot water (between 31 October and 1 May)	1 working day
Total or partial loss of space heating or hot water (between 1 May and 31 October)	3 working days
Blocked or leaking foul drain, soil stack or toilet (where there is only one toilet in the home)	1 working day
Blocked sink, bath or basin	3 working days
Tap that cannot be turned	3 working days
Leaking water or heating pipe, tank or cistern	1 working day
Leaking roof	7 working days
Insecure external window, door or lock	1 working day

If a qualifying repair is not completed within the statutory timescale, tenants may have the right to request that another contractor completes the work. Where this applies, and the statutory conditions are met, compensation may be payable in accordance with the Regulations.

Nothing in this policy affects Red Kite Group's ability to respond more quickly where a repair presents a greater risk to health, safety or the wellbeing of tenants or occupants.

6.8 **Damp, Mould and Property Hazards**

Red Kite recognises the significant impact that damp, mould and other housing hazards can have on the health and wellbeing of tenants and occupants.

Reports of damp, mould and other potential hazards will be assessed promptly and managed in accordance with our Damp, Mould and Condensation (Awaab's Law) Policy and relevant legislative requirements.

Where a repair presents a significant risk to health or safety, we will take appropriate interim measures where reasonably practicable while permanent repairs are arranged.

Red Kite will not automatically attribute damp and mould to tenant lifestyle or behaviour and will investigate reports in accordance with our Damp, Mould and Condensation Policy.

6.9 **Equality, Accessibility and Reasonable Adjustments**

Red Kite is committed to delivering a repairs service that is fair, inclusive and accessible.

We will make reasonable adjustments where appropriate and will take account of disabilities, health conditions, neurodiversity, language requirements, caring responsibilities, pregnancy, age, cultural or religious needs and other relevant

individual circumstances when arranging appointments, communicating with tenants and delivering repairs.

Where reasonably practicable, we will accommodate requests relating to communication preferences, appointment arrangements and other identified needs.

6.10 **Repairs Appointments and Communication**

Red Kite will offer appointments wherever reasonably practicable and will seek to arrange these at mutually convenient times.

Throughout the repairs process we will keep tenants informed of appointments, progress, delays and any changes to expected completion dates. Red Kite remains responsible for ensuring tenants are kept updated, even when a contractor is involved. Where repairs cannot be completed within the original target timescale, we will explain the reasons, provide revised timescales where these are known and keep tenants updated until the repair has been completed.

Red Kite will communicate using the tenant's preferred method wherever reasonably practicable and will consider any reasonable adjustments that have been identified.

Appointment reminders may be provided to help tenants prepare for appointments and reduce missed visits.

6.11 **Access**

Tenants are expected to provide reasonable access to enable inspections, servicing and repairs to be carried out.

Where access is not provided, we will seek to rearrange the appointment. Persistent refusal of access may result in delays to repairs, legal action where required to fulfil our statutory obligations, or other action in accordance with the tenancy agreement.

6.12 **Contractors and Standards of Behaviour**

Employees, contractors and service providers acting on behalf of Red Kite Group are expected to deliver repairs safely, professionally and respectfully.

Contractors must comply with our Contractor Code of Conduct and demonstrate appropriate standards of equality, diversity and inclusion, safeguarding awareness and customer care. These expectations will form part of our procurement and contract management arrangements and will apply to subcontractors delivering repairs services on behalf of our appointed contractors.

We will monitor contractor compliance with these standards through our contract management and quality assurance arrangements. Failure to meet the required standards may result in appropriate contract management action.

6.13 **Quality of Repairs**

Red Kite will seek to complete repairs correctly at the earliest opportunity using competent employees and contractors and appropriate materials.

Completed repairs may be inspected as part of our quality assurance arrangements to ensure that workmanship, safety and customer service standards have been achieved.

6.14 **Rechargeable Repairs**

Where repairs arise from damage, neglect, misuse, unauthorised alterations or other circumstances for which the tenant or leaseholder is responsible, we may recover our reasonable costs in accordance with legislation, tenancy agreements, leases and our Recharge Policy.

Recharge decisions will take account of individual circumstances, vulnerabilities and any relevant equality considerations before a final decision is made.

6.15 **Leaseholders**

Leaseholder repair responsibilities will be determined by the terms of the individual lease.
Where consultation is required before carrying out qualifying works or entering into qualifying long-term agreements, we will comply with the statutory consultation requirements.

6.16 **Complaints and Learning**

Red Kite welcome feedback about our repairs service and will manage complaints in accordance with our Complaints Policy.

We will use complaints, compliments, tenant feedback, Ombudsman determinations, audits and performance information to identify trends, improve services and prevent similar issues recurring.

6.17 **Performance Monitoring and Continuous Improvement**

Red Kite continuously monitors the quality and effectiveness of our repairs service through a range of assurance measures, including performance monitoring against agreed Key Performance Indicators (KPIs), customer feedback, complaints analysis, contractor quality assurance and post-completion quality checks.

We use a risk-based approach to determine which repairs require additional scrutiny. This may include consideration of factors such as value, complexity, health and safety implications, vulnerability, repeat repairs, customer feedback, complaints and contractor performance.

Post-completion quality checks may be carried out through a range of methods, including telephone contact with residents, desktop reviews of repair records and photographic evidence, and in-person inspections where appropriate.

Information gathered through these activities is used to monitor service quality, provide assurance that repairs have been completed to the required standard, identify opportunities for improvement and inform the management of contractor performance.

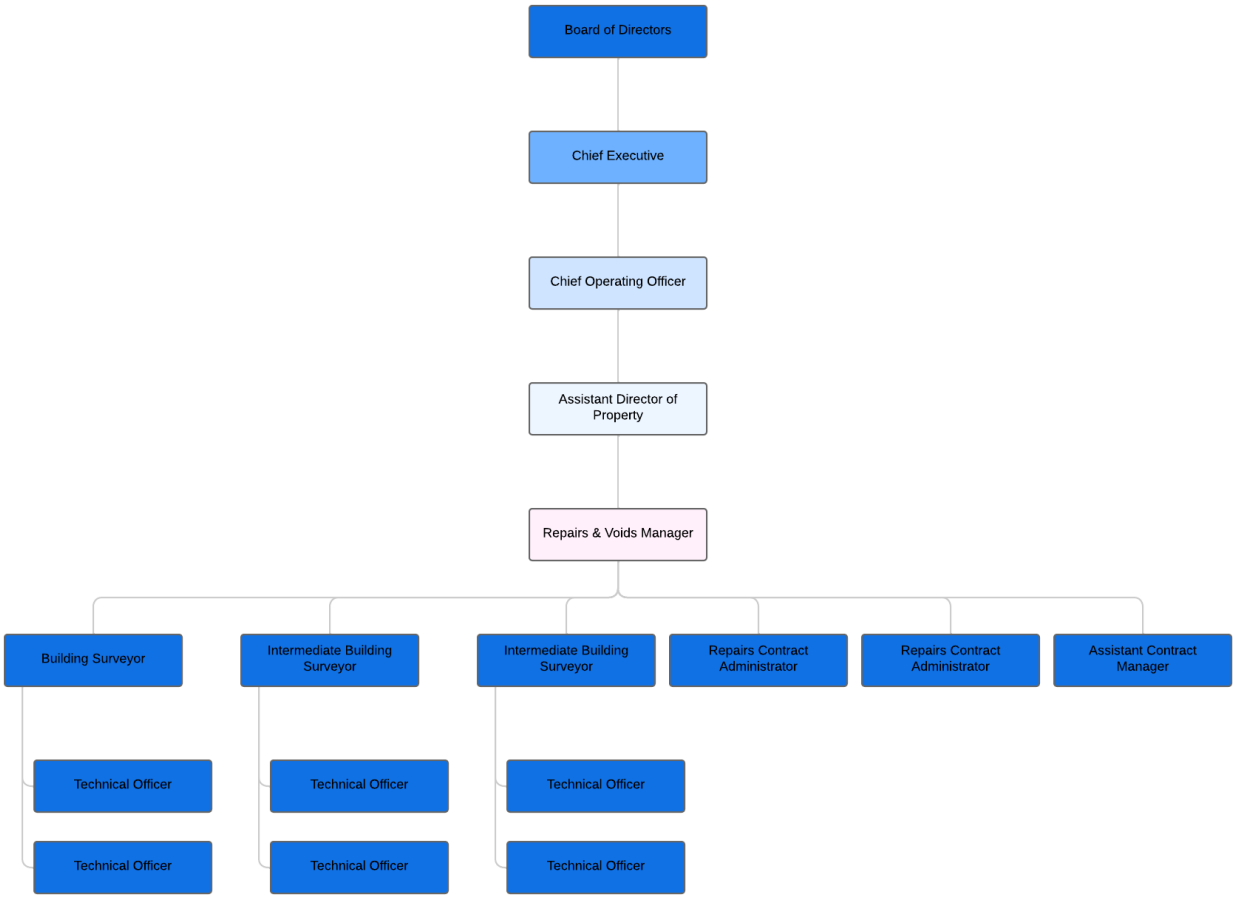
We aim to complete repairs on the first visit and will monitor our performance against this measure. Sometimes, during the course of a repair, additional works may be required, but our aim is to ensure completion within the priority timescale allocated.

Contractor performance will be monitored through our contract management arrangements, using relevant performance information, tenant feedback, complaints,

quality assurance activity and inspections. We will use this information to identify areas of concern, require improvement where standards are not being achieved and take appropriate contract management action where necessary.

We will report performance through our governance arrangements and publish information where required by legislation or regulatory standards.

7. Organisational Chart



Document Controls			
Version	8	**Effective date**	September 2026
Subject matter expert drafter	Repairs & Voids Manager	**Policy owner**	Assistant Director of Property
Related pod	Property	**Related policy**	• Adaptations Policy • Empty Homes Policy • DMC (Awaab's Law) Policy
Review period	3 Years	**Next review due by**	September 2029

	YES
Red Kite Group policy, including Twenty11	☒
Equality Impact Assessment completed	☒

Delegated approvals			
Recommended by ELT	Darren Mealings Chief Operating Officer	**Approved Date**	7th September 2026
Recommended RRT	Yes	**Approved Date**	10th August 2026
Approved by OPATS	Yes	**Approved Date**	8th September 2026