



**First Priority Housing Association
Repairs and Maintenance Policy**

Scope	The policy applies to all of First Priority Housing Association's properties
Policy relates to	Adaptations Policy Damp and Mould Policy Tenancy Policy
Version	2.0
Release Date	November 2025
Responsible Officer	Chief Executive Officer



Our values, your services

First Priority Housing Association is a Specialist Supported Housing provider. We provide homes and services to tenants that have a range of complex needs.

Our approach to service delivery is driven by our values to be a **Caring, Honest, Accountable** and **Trustworthy** organisation, working with our partners. The delivery of our services will reflect the individual needs of each of our tenants.

Our policies are there to help to guide decision-making and provide a framework to underpin consistency of service delivery to our tenants.

1. Purpose

- 1.1. The Repairs and Maintenance Policy describes how First Priority Housing Association (FPHA) sets, manages and maintains property standards and provides a reactive and a planned repairs service. The policy describes how FPHA does this in a clear, consistent and transparent manner.

2. Introduction and aims

- 2.1. First Priority Housing Association (FPHA) provides supported housing and intensive housing management services to tenants with complex needs. FPHA does not own any properties but leases them from third parties. FPHA holds full repairing leases and is responsible for property standards both inside and outside the home, including communal areas, excepting structural and other matters excluded by leases.
- 2.2. Given the complex needs of tenants, where in this policy it states that the tenant should report certain matters, or be available to receive workers in their home, “tenant” shall also extend to an advocate for the tenant, such as a support worker, or relative.
- 2.3. FPHA makes tenants aware of this standard when a property is let. Tenants have their repair rights and responsibilities explained and provided in writing in the Tenants’ handbook.
- 2.4. This policy aims to:
 - 2.4.1. Ensure that all repairs and maintenance issues can be reported easily.
 - 2.4.2. Detail the set timescales for the completion of repairs, maintenance and planned improvements that are always communicated clearly to tenants.
 - 2.4.3. Commit to keeping tenants informed of repairs, maintenance and planned improvements to their homes, with clear and timely communication.

- 2.4.4. Deliver an efficient and quality repairs, maintenance and planned improvement service to tenants that meets their needs.
- 2.4.5. Provide a repairs service that represents good value for money, whilst meeting the stock quality standards.
- 2.4.6. Ensure that all properties and communal areas are kept in good repair, and that any repair work done leaves tenants in a safe and secure environment.
- 2.4.7. Provide tenants with clarity over the responsibilities of FPHA and those of the tenant.
- 2.4.8. Work with our tenants and understand our property data to ensure that any repairs, maintenance and planned improvements are informed by the needs of our tenants.
- 2.4.9. Comply with all relevant legislative and regulatory requirements and meet our contractual obligations.

Legislation and Regulation

- The key areas of legislation for this policy are:
- Defective Premises Act 1972
- Health and Safety at Work Act 1974
- Building Regulations Act 1984
- Landlord and Tenant Act 1985
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Gas Safety (Installation and Use) Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Housing Act 2004
- Housing Health and Safety Rating System 2006
- Equality Act 2010
- Control of Asbestos Regulations 2012
- Data Protection Act 2018
- Building Safety Act 2022
- Social Housing (Regulation) Act 2023

- 2.5. Property standards shall be set in compliance with Decent Homes guidance, specifically part 5. Homes are let at and maintained to Decent Homes standards and the organisation maintains a programme of planned works to replace and renew failing components.

3. Health & Safety

- 3.1. FPHA takes the safety of its tenants extremely seriously and complies with all legislation, regulation and best practice to ensure homes are safe and that gas, electricity, water, fire and other systems are regularly checked and operating correctly. Details of the policy relating to these items can be found in the FPHA Health & Safety Policy.

4. Reactive Repairs categories and definitions

- 4.1. Tenants should contact FPHA directly as soon as they become aware of a repair that needs to be carried out. Repairs will be diagnosed over the telephone or in person if the repair is reported face to face and an appointment made for a contractor to attend and attempt to fix the repair.
- 4.2. Where properties have specified contractors attached to them for repairs, these contractors will be informed and follow the same processes, procedures and timescales for completion.
- 4.3. Repairs will be classified and responded to within FPHA's repairs categories and timescales.
- 4.4. The classification of repairs will reflect the needs of our tenants and consequently repairs which may mean repairs that otherwise would have been classified as routine or urgent being classified as urgent or emergency to reflect the appropriate timescales to address the issue. Any repair that is a category 1 hazard to tenants (according to the Housing Health and Safety Reporting System), will automatically be classified as an emergency repair and attended within 24 hours of the initial report.
- 4.5. **Emergency repairs** are repairs that put the health, safety or security of tenants and their property at immediate risk.
 - 4.5.1. Emergency repairs will be attended to within 24 hours of the repair being reported.
 - 4.5.2. The emergency repairs service is available 24 hours a day on every day of the year.
 - 4.5.3. Examples of emergency repairs are:
 - Complete power failure throughout property or communal area (including the loss of lighting);
 - Burst water pipes causing internal flooding;
 - Blocked toilets where sewage is overflowing into the property;
 - No water;
 - Complete failure of central heating and hot water system (winter months);
 - Immediately dangerous or insecure structures;
 - Insecure external doors and windows;

- Glazing that is completely smashed through (not cracked);
- Lost keys leaving tenant unable to enter property (rechargeable to tenant);
- Fire; you should call for the fire service on 999
- Carbon Monoxide activation;
- Gas leak; you should also contact National Grid 0800 111 999
- Security alarm consistently sounding unable to silence (rechargeable if user error);
- Blocked drains causing sewerage to back up;
- Pest control issues, where infestations are causing immediate risks to tenants whereby pests are present in the living space or communal area within the property; and
- Offensive graffiti.

4.5.4. Where possible, the contractor attending will complete a full repair. If this is not possible, the tenant will be contacted to arrange a new appointment at a convenient time.

4.5.5. If we are unable to complete a full repair, the situation will be assessed to determine what other actions may be needed to support the tenant(s).

4.6. Urgent repairs will be completed within 7 days of the repair being reported.

4.6.1. Examples of urgent repairs are:

- Repairs to communal white goods;
- Loss of cooking facilities
- Slow leaks that are containable;
- Leaking bathroom appliances;
- Leaking roofs;
- Shower system not working;
- Smoke alarms beeping intermittently;
- Partial property electrical failure;

- Faulty door locks, handles and automatic closers;
- Insecure windows above ground level;
- Cracked window panes; and
- Acts of vandalism not leading to an immediate health and safety risk.

4.6.2. If we are unable to complete a full repair, the situation will be assessed to determine what other actions may be needed to support the tenant(s).

4.7. Routine repairs will be completed within 28 days of the repair being reported

4.7.1. Examples of routine repairs are:

- Minor repairs to internal joinery such as kitchen units and doors, window-frames and catches, floors, floor tiles, skirting boards and banister rails extractor fans;
- Partially blocked and defective gullies;
- Leaking radiators;
- Dripping or leaking taps and showers;
- Repairs to loose tiling and plasterwork;
- Broken or fallen down fencing;
- Loose and/or uneven pathways.

5. Planned repairs

5.1. There are some repairs that require specialist materials and/ or equipment and further time to complete. They can also consist of a replacement rather than the repair of a component.

5.2. Planned repairs will be completed within 64 days of the repair being reported.

5.3. FPHA also complete a programme of planned maintenance to properties to replace components such as kitchens, bathrooms and boilers on a planned basis. This work falls outside of the response repairs service.

5.4. Stock condition information and reports from tenants and surveyors will be used to inform the planned programme.

- 5.5.** FPHA uses the life expectancy values for different assets as described in the Decent Homes Standard.
- 5.6.** FPHA will not replace a major component simply on the basis of its age. To qualify for replacement, the component needs to have failed in some way, making it uneconomical to repair.

Once a decision has been made to complete a planned repair, tenants will be presented with a range of choices when kitchens, bathrooms and flooring are being replaced through the programme.

6. Inspections

6.1. Pre-inspections

- 6.1.1.** Some repairs may require a pre-inspection visit before the repair appointment can be arranged. This can happen where we need further information or visuals before confirming the full scope of the works required. These inspections may be carried out by FPHA or the nominated contractor within 7 days of the repair being reported. Where a pre-inspection is not possible, we may ask for photos of the issue to be provided within 7 working days to help diagnose the repair. The repair appointment can then be issued and responded to within the appropriate timescales.
- 6.1.2.** Pre-inspections for repairs will only apply to non-emergency repairs. All emergency repairs will be attended to as per our policy, within 24 hours of the repair being reported.

6.2. Post-inspections

- 6.2.1.** To ensure that FPHA and our contractors are providing a high-quality service, any recently completed repairs will be inspected by colleagues in our Housing Management team during their regular visits.

7. Reporting repairs

- 7.1.** Customers can report repairs in a range of ways at a time and a place that suits them including:
- Online via the Helpdesk
 - Telephone
 - Email
 - In person with a Housing Officer

7.2. It is always our aim, where possible to arrange appointments for the most convenient time for our tenants. We will also try to complete the full repair within one visit.

8. No access

8.1. Tenants have a responsibility to allow access for FPHA to complete repairs. Where access cannot be gained for a routine repair during the agreed appointment, the repair will need to be rescheduled. FPHA will make two attempts to complete the repair, before the appointment is cancelled. If access cannot be gained for an emergency or urgent repair that could present a health and safety risk, the repair will remain open until such time the repair is completed. FPHA retain the right to commence legal action if access continues to be denied for an emergency repairs visit.

8.2. Preventing access also comes at considerable cost to FPHA and as such, FPHA also reserves the right to recharge the tenant for the call-out cost. This is covered by our recharge policy.

9. Meeting our tenants' needs

FPHA operate through an intensive housing management service to best support our tenants. We appreciate and embrace the diversity of our tenants and that the repairs service, where possible, may need to be tailored to meet individual needs. Every attempt will be made to identify any individual circumstances or pre-existing circumstances to ensure reasonable adjustments can be made.

9.1. Some repairs are the responsibility of the tenant and not FPHA. Such repairs are defined within the Tenant Handbook and recharge policy, as well as the tenant's tenancy agreement.

9.2. Tenants are responsible for maintaining the inside of their home and carrying out minor repairs such as:

- Clearing blockages in sinks, baths and toilets caused by misuse;
- Decorating inside the home, including filling small cracks in walls and ceilings;
- Internal window cleaning;
- Repairing or replacing any damage to glazing;
- Providing replacement keys if lost or locked in the property;
- Adjusting internal doors so they open and close over tenants own fitted carpets;
- Replacement of lightbulbs (except in communal areas);

- Organising replacement of/Replacing of household dustbins, including wheelie bins;
- Repair or replacement of gate catches or bolts;
- Replacing plugs and chains on sinks, baths and basins;
- Replacing damaged toilet seats;
- Replacing tap washers;
- Maintenance or replacement of any shower hoses or heads;
- Replacing latches, door numbers, letter boxes, door knockers and doorbells;
- Repairing damage caused deliberately or accidentally by tenants or guests;
- Putting up of tenant's own blinds, curtain tracks, coat rails, coat hooks and shelving;
- Tenant's own cookers and white goods, including connection (in self-contained properties);
- Taking any necessary steps to prevent water in pipes and tanks from freezing;
- Pests such as mice, rats, ants, bed bugs –if they exist due to neglect;
- Bees / Wasp nests.

9.3. FPHA will always work with its Support Provider partners to support tenants to address repairs which are their responsibility under the tenancy agreement. We recognise that this may not always be possible to achieve given our tenants' challenges and in such circumstances we will carry out the appropriate repair and recharge tenants accordingly.

10. Fixed floor coverings

10.1. FPHA advises tenants not to lay fixed floor coverings (tiles, hard wood or laminate) as it increases the cost and difficulty of carrying out underfloor work. Tenant must receive written consent from FPHA before fitting fixed floor coverings. Tenants can do this through the FPHA website, the Helpdesk or by speaking to their Housing Officer.

10.2. Tenants who have fitted fixed floor coverings must remove them at their own expense to enable FPHA to do works to the property. FPHA will take reasonable care to avoid damaging fixed floor coverings but will not be liable for damage caused during essential repairs.

11. White goods, furniture and furnishings

- 11.1. Homes with communal areas such as shared kitchens will be provided with white goods, furniture (tables, sofas etc.). FPHA may also provide soft furnishings (such as curtains & blinds) and communal furniture. Where provided these communal items will be checked annually.
- 11.2. FPHA may occasionally provide furniture and soft furnishings to bedrooms or self-contained units.
- 11.3. On any occasion where items are “gifted” to the tenant and are no longer the responsibility of FPHA and FPHA are not responsible for repair or replacement, this will be clearly communicated to the tenant.

12. Home improvements

- 12.1. Tenants are not permitted to undertake their own home improvements without written permission from FPHA. In the event that a tenant wishes to make a change to their property, they must contact FPHA or their Housing Officer.
- 12.2. This includes the installation of additional equipment internally and externally. Any new furniture or equipment installed into outdoor spaces such as sheds, play equipment or any other bulky personal belongings that are placed in the outdoor space, can only be done so with the written permission of FPHA.

13. Rechargeable repairs

- 13.1. FPHA may recharge for repairs that have resulted from damage caused by a tenant or visitors to their home.
- 13.2. A rechargeable repair is defined as ‘repairs that are above and beyond normal wear and tear, and arise from abuse, accidental damage, neglect or deliberate and/ or malicious damage’.
- 13.3. Rechargeable repairs are underpinned by the tenancy agreement which will enable FPHA to recover the costs resulting from tenants who fail to meet their obligations.

14. Communal areas

- 14.1. The above terms of the Repairs Policy applies to communal areas for which FPHA holds repair responsibility under the terms of the lease and Service Level Contracts with Care Providers.

15. Equality, Diversity, and Inclusion

- 15.1. All requirements for repairs and maintenance are managed in accordance with this policy, which has been designed to provide assistance and support to vulnerable people. Any allegation that a tenant has been treated unfairly on the basis that the tenant is a member of a protected characteristic (defined by the Equalities Act 2010) will be investigated, with the board addressing any matters upheld from that investigation.

16. Monitoring and Reporting

16.1. The Board shall receive a report produced by the Head of Property Services that details repairs performance and compliance, relative to provisions in this policy.

16.2. Tenant satisfaction surveys will be undertaken once repairs have been completed.

16.3. Feedback and analysis will be used to identify trends and continuously improve service delivery.

17. The Chief Executive shall report at least once per years on matters relating to stock condition and planned investment in the housing stock. Tenants shall be informed of repairs and maintenance performance in the annual report to tenants.

18. Equality Impact Assessment

Protected characteristic		Explanation (if required)	Controls
Is it likely that the policy could have a positive or negative impact on minority ethnic groups? What evidence (either presumed or otherwise) do you have for this?	N		
Is it likely that the policy could have a positive or negative impact due to gender (including pregnancy and maternity)? What evidence (either presumed or otherwise) do you have for this?	N		
Is it likely that the policy could have a positive or negative impact due to disability? What evidence (either presumed or otherwise) do you have for this?	Y	A high proportion of our tenants have a learning disability and or complex mental health issue that effects them everyday. This could create barriers to them being able to repairs (if support is not available) on capacity grounds.	The Policy references that those acting on behalf of the tenant are able to report repairs on their behalf as a “designated person” and we will liaise with them throughout the process.
Is it likely that the policy could have a positive or negative impact on people due to sexual orientation? What evidence (either presumed or otherwise) do you have for this?			
Is it likely that the policy could have a positive or negative impact on people due to their age? What evidence (either presumed or otherwise) do you have for this?	N		

<p>Is it likely that the policy could have a positive or negative impact on people due to their religious belief (or none)? What evidence (either presumed or otherwise) do you have for this?</p>	<p>N</p>		
<p>Is it likely that the policy could have a positive or negative impact on people with dependants/caring responsibilities? What evidence (either presumed or otherwise) do you have for this?</p>	<p>N</p>		
<p>Is it likely that the policy could have a positive or negative impact on people due to them being transgender or transsexual? What evidence (either presumed or otherwise) do you have for this?</p>	<p>N</p>		
<p>Is it likely that the policy could have a positive or negative impact on people due to their marital or civil partnership status? What evidence (either presumed or otherwise) do you have for this?</p>	<p>N</p>		