



# Repairs policy

2026-2029

## **1. Scope**

This policy defines the service provided by Futures Housing Group to meet our repair responsibilities for our homes and communal areas. The policy covers our responsive repairs, planned work, component replacements and annual servicing and compliance work. This policy helps customers and partners understand what to expect, so everyone receives the same service.

The policy applies to all homes and schemes we manage, across all tenure types, including general needs, supported housing and market rent, whether occupied under a tenancy agreement or licence.

It doesn't apply to new build homes that are in the defect period (generally two years after moving in) and shared ownership or leaseholder properties. The repairs service for these homes is defined in the individual lease.

Any reference to 'we', 'our', or 'us' means Futures Housing Group. Any reference to 'you' means the customer. A customer is defined for the purpose of this policy as anyone who uses our services.

## **2. Policy statement**

Keeping your home in a good, safe and comfortable condition is one of our biggest priorities. We aim to provide an efficient and effective repairs service with our customers in mind. Using a combination of our own repairs team and contractors, we aim to provide a 'right first-time' service, that delivers good value for money.

We deliver all our repairs in line with Awaab's Law (section 8), including the timeframes for inspections and fixing any issues in your home.

Understanding how we repair and maintain our customers' homes can help you to get the best out of our repairs service.

## **3. Customer responsibilities**

- You are responsible for reporting repairs or defects to your home as soon as possible.
- You can contact us by phone, online, or in person if a Futures team member visits your home.
- You must allow us access to your home at reasonable times if we, or a contractor working on our behalf, needs to inspect your home. Wherever possible we will give at least 24 hours' notice. You can find more information about this in your tenancy agreement.

For information on our service standards, the appointment process, communicating our appointments and response times for our different repair categories and priorities, please see our 'Customer repairs guidance' document.

#### 4. Responsive repairs

'Responsive repairs' are repairs reported by our customers, such as a dripping tap or a boiler issue. The majority of repairs we do are responsive repairs.

To help us make sure that we prioritise the most urgent jobs and the most vulnerable people, we categorise faults, repairs and maintenance into different groups. These include emergency repairs, fast repairs and standard repairs.

When you contact us to report a repair, you'll be offered one of the below appointment slots (Monday to Friday):

- 8am – 1pm (morning slot)
- 12 – 4pm (afternoon slot)
- 8am – 4pm (all day)
- 09:30am – 2:30pm (school run slot)

We may be able to offer alternative times if none of these times are suitable, depending on the availability of our team members/contractors.

##### 4.1 Responsive repairs timescales

Timescales	Description
Emergency repairs – we will attend within 24 hours.	An emergency repair is when there is a potential danger to the health and safety of someone in your household, someone else in your home (friends, family or people providing a service), or a danger of serious damage to the building. Priority will also be given to repairs needed because of harassment or antisocial behaviour. <a href="#">Click here to see all types of emergency repairs.</a>
Fast repairs – within four working days.	A fast repair needs prompt attention but is not a threat to health and safety. <a href="#">Click here to see all types of fast repairs.</a>
Standard – within 28 working days.	Standard repairs are done when the problem isn't immediately dangerous, but could get worse and cause damage to the building if it's not fixed.

	<a href="#">Click here to see all types of standard repairs.</a>
'Out of hours' repairs	An 'out of hours' repair is an emergency repair carried out outside our normal working hours to make something safe before we can complete a full repair. This may be because of a health and safety risk where there is immediate concern for the customer or their home which can't wait until the next working day.

There are some repairs in your home that you need to take care of yourself. We understand that some customers can't do this. In some cases we may offer you a paid repair for a repair in your home if it's not something we'd typically do. You can find a full breakdown of our 'rechargeable repairs' in the 'Rechargeable repairs' policy.

## 5. Planned work

Sometimes when we investigate a fault, we may decide you need a full replacement rather than a repair. When this is the case, you may need to wait longer than a standard repair because we will schedule it into our planned work programme.

If work is needed sooner to make things safe, we will carry out a temporary repair and carry out the full replacement at a later date.

'Planned work' refers to larger scale or planned improvement work, such as:

- paths
- walls
- fencing
- plastering
- external decoration
- grounds maintenance
- recurring maintenance programmes
- one-off property refurbishments or insurance works (fire/flood damage).

### 5.1 Component replacement

As well as breaking unexpectedly, many parts of your home suffer routine wear and tear. We invest millions of pounds every year in planned updates and improvements to our customers' homes. Examples of this include:

- kitchens
- bathrooms

- roofs
- heating systems.

## 5.2

### How we decide what goes into the programme

We work out when to carry out 'planned work' and 'component replacements' using the following information:

- stock condition surveys (carried out every five years)
- repairs data
- customer needs, including any reasonable adjustments
- surveyor recommendations
- component lifecycle information
- Decent Homes Standard requirements
- compliance and health and safety obligations
- long-term asset sustainability.

We'll contact you directly when you're due for a component replacement.

## 6. Annual servicing and compliance

As your landlord we have a legal responsibility to make sure that your home is safe. We will carry out regular safety checks at set periods on certain parts of your home. This includes:

- gas safety testing
- fire safety servicing and testing
- electrical testing
- smoke alarms
- lifts
- any other statutory servicing or testing requirements.

We, or one of our appointed contractors, will contact you directly when you are due for a service or safety check on any part of your home.

## 7. Access requirements and rights to refuse planned work

You must allow access for inspections and planned work. When access is not urgent, we will always give a minimum of 24 hours' notice (in line with your tenancy agreement), and wherever possible we will give more notice and agree an appointment that works for you.

You may refuse planned work, unless the work is:

- needed to meet the Decent Homes Standard
- required to address a health & safety risk
- part of mandatory servicing or statutory compliance activities.

If you're not home, or refuse access after you've reported a repair to us, we'll try to visit you to carry out the work twice more. If we can't access your home after three attempts, then we will cancel the repair, unless it relates to statutory compliance or health and safety. In this instance, we'll take further action in line with your tenancy agreement to make sure your home is safe and we're meeting our legal obligations.

## **8. Hazards in Social Housing Regulations 2025 (Awaab's law)**

'Awaab's Law' requires all social landlords to deal with emergency repairs, damp and mould within specific timeframes. It came into effect in October 2025.

We have trained all customer-facing team members about their responsibilities under the law.

Under Awaab's Law, we must:

- Carry out all repairs in line with Awaab's Law, considering the customers' circumstances when assessing the severity of an issue.
- Take emergency action and make safe any hazards that fall under a 'category 1 hazard' within 24 hours – as defined in the Government's Homes and Health Rating Safety System.

If we can't carry out the relevant safety work within the initial period, and it is deemed unsafe for you to remain in your home, we will secure suitable alternative accommodation for all household members, in line with our Decant policy.

Where required, following the timescales set out in Awaab's Law, we will carry out investigations, arrange remedial works, provide a written report and actions to you with our findings, and keep you informed throughout the process until the works are completed.

## **9. Equality, diversity & inclusion**

This policy applies to all our customers, regardless of identity or protected group. This policy will:

- Meet the needs and choice of people from all backgrounds.

- Ensure that our services are relevant, responsive and sensitive to the needs of our existing and future tenants.
- Make sure that all sections of the community in which we work have equal access to our services.
- Make sure that all customers are treated as individuals and with fairness and respect.

We know that our customers have different needs, and in some circumstances, customers may need extra assistance. There are some repairs we ask you to carry out yourself, however if you or a member of your household has a disability or other need that would stop you from doing this, then we will try and support you with this at no extra cost. There's more information about this in our 'Reasonable adjustment policy.'

## **10. Communication and customer voice**

We'll provide clear information on any likely disruption, including estimated timescales, when and how we need to access your property, and what support is available while any work is ongoing in your home.

We'll also ask for feedback from customers after a repair is completed so we can improve our services. We'll only collect feedback that is relevant from our customers about their repairs, in line with the consumer standards set by the Regulator of Social Housing.

Where planned work follows a repair issue or an insurance-related incident (eg fire, flood or major damage), we will try and speed up the repair and improvement process wherever possible. We will keep you up to date on any delays caused by factors outside of our control, including those caused by our insurance company.

If your repair is going through our insurance provider, then we will keep you informed of progress and key events monthly (or sooner if there's a significant change to let you know) until the work is completed.

## **11. Data protection**

We will ensure our colleagues, partners, and sub-contractors, will process all personal data in accordance with our data protection policy.

We will ensure personal information of all customers (new, existing and deleted) is:

- Stored lawfully
- Processed in a fair and transparent manner
- Collected for legitimate purposes
- Kept up to date and meets data retention policies.

If you have any concerns about how we're using your data, please email [dataprotection@futureshg.co.uk](mailto:dataprotection@futureshg.co.uk).

## **12. Right to repair**

If you have a secured tenancy, then you have the legal 'right to repair' under the Right to Repair Regulations 1994. If you have an assured tenancy, then you may have a contractual 'right to repair', but you will need to check the terms of your tenancy agreement.

The legal right to repair means you can claim compensation if we have not completed a repair within the designated timeframe outlined in this policy.

This right may only be exercised in accordance with procedures laid down by us. We will refund you the agreed cost of any repairs carried out in line with these procedures.

## **13. Health and safety**

We ensure that all our staff and contractors work in accordance with the Health and Safety at work Act 1974 and other relevant legislation.

All planned work is carried out in line with Futures Housing Group's health and safety policy, which incorporates all FLEGAL procedures and statutory requirements.

## **14. Review**

This policy is due to be reviewed every three years, unless there are any substantial changes to legislation or regulation, or circumstances arise which require us to review it sooner.