



**IMANI HOUSING COOPERATIVE
REPAIRS POLICY**

Repairs Policy

Regulation & Legislation	This policy links to or considers: • the Regulator of Social Housing Safety and Quality Standard • the Landlord and Tenant Act 1985 • the Gas Safety (Installation and Use) Regulations 1998 • the Leasehold Property Repairs Act 1938 • the Housing Repairs and Rents Act 1954 • the Defective Premises Act 1972 • the Occupiers Liability Act 1984 • the Building Act 1984 • the Environmental Protection Act 1990 • the Party Wall Act 1996 • the Housing Acts 1985,1988, 1996, 1998 and 2004 • the Housing Health and Safety Rating System, introduced by the Housing Act 2004 • the Decent Homes Standard 2006 • the Control of Asbestos Regulations 2012 • the Construction (Design & Management) Regulations 2015 • the Defective Premises Act 1972 • the Electricity at Work Regulations 1989 • the Health & Safety Act 1974 • the Fire Safety Act 2021 • the Homes (Fitness for Human Habitation) Act 2018 • the Building Safety Act 2022 • the Smoke and Carbon Monoxide Alarm (England) Regulations 2022 • Social Housing (Regulation) Act 2023
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	• Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025
Approved by	[Kamal Sanusi] –[5th November 2025]
Scope	This policy sets out our overall approach in relation to our responsibilities for repairs and maintenance to all the homes we own or manage.
Reference to “we” or “us” includes reference to our group, including any subsidiaries.	

1. Introduction

1.1 This policy sets out our responsibilities for repairs and maintenance to all the homes we own or manage. We’ve created this policy to:

- help you to understand what you’re responsible for around repairs and maintenance;
- help us give you the best service;
- help us fix things quickly if we get it wrong, including encouraging you to come forward if you’re not happy with our service; and
- comply with the laws and regulations we have to follow.

2. Policy Statement

2.1 We are responsible for repairing and maintaining our buildings, and any fixtures and fittings that we originally provided. We are not responsible for repairing and maintaining items that a previous customer has left in your home with our agreement.

2.2 We aren’t responsible for all repairs – our responsibilities vary depending on the type of tenancy or lease you have. Your tenancy agreement or lease will tell you which ones we will take care of, and which ones you are expected to deal with.

2.3 We will follow all relevant laws when we carry out repairs to protect your health, safety and security, as well as that of any other occupants or visitors, and the building and environment. In all cases, our response, investigation and remedial works will be carried out as required by the timescales prescribed in Awaab’s Law (detailed further below).

3. How to report repairs

3.1 You should report any problems that are our responsibility as soon as you can.

If it's an emergency – something that poses an immediate risk to your health, safety or security of your home:

3.2 Please contact us:

- by phone on [0208 672 1800]; or by email at info@imani.org.uk
- in person by talking to any of our employees who's at your home or working nearby.

If it isn't an emergency:

3.3 Please contact us:

- by phone on [0208 672 1800]; or by email at info@imani.org.uk
- by filling in the contact form on our website;
- in person by talking to any of our employees who's at your home or working nearby; or
- in writing by post to Imani Housing Coop 2 The Hayloft r/o 17 Seely Rd. London SW17 9QP

If you need to contact us (or for us to contact you) in a specific way (like by text, email or mobile), we'll try our best to give you these options – in line with our **Equality, Diversity And Inclusion Policy** – so you can talk to us in a way that suits you.

4. How we classify and prioritise repairs

4.1 We have four categories for repairs and maintenance (there's more information below on each):

- (a) routine repairs – day-to-day maintenance works you ask us to carry out;
- (b) major repairs – more than a routine repair;
- (c) cyclical maintenance – scheduled maintenance or repairs we carry out regularly; and
- (d) planned maintenance – one-off updates or upgrades that we plan beforehand.

We carry out planned and cyclical maintenance alongside our routine repair service. We review and update plans every year so we carry out works at the right times.

(a) Routine repairs

- 4.2 Routine repairs are day-to-day maintenance works you ask us to carry out. They are generally things that maintain a home or a fixture in it, for example, repairing locks on doors or windows.
- 4.3 If you ask for a routine repair and it's already covered by a planned maintenance programme of works, you might have to wait for us to do it as part of that programme. Although if there's a risk to your safety or your home, we will make it safe until we can do the full repair.
- 4.4 We prioritise repairs as either emergency repairs or routine repairs. We carry out emergency repairs (including making something safe temporarily) **within 24 hours**, depending on what needs fixing. We do routine repairs within **28 days**. In all cases, remedial works will be carried out as required by the timescales prescribed in Awaab's Law (detailed further below).
- 4.5 Some properties have specific leases or management agreements. In these cases, how and when we do the repair might be different depending on what's in those agreements.
- 4.6 We will prioritise you if we know you have an acute physical or mental health vulnerability. This might include changing the priority of a routine repair to an emergency repair if there's a risk to your health or safety.
- 4.7 Damp and mould: If you report damp or mould, we will arrange for someone to come to your home and diagnose the cause before we decide on the action we may need to take. You can find out more about this in our **Damp, Mould and Condensation Policy**. In all cases, our response, investigation and remedial works will be carried out as required by the timescales prescribed in Awaab's Law (detailed further below).

(b) Major repairs

- 4.8 Major repairs are works that:
- will take longer than four hours;
 - need several different types of trades to complete or a specialist contractor; or
 - need scaffolding.
- 4.9 If you need a major repair and it's already covered by a planned maintenance programme of works, you might have to wait for us to do it as part of that. If there's a risk to your safety or your home though, we'll make it safe until we can carry out the full repair.

(c) Cyclical maintenance

4.10 These are regular activities that we carry out at the same specific time, for example:

- painting communal areas (both inside and outside);
- maintaining grounds; and
- clearing gutters.

(d) Planned maintenance

4.11 Planned maintenance includes repairs like updating or upgrading homes and neighbourhoods, or replacing kitchens and bathrooms.

4.12 We decide what planned maintenance we are going to undertake each year, usually based on the results of the home inspections we carry out. We always try to give customers choices when it comes to planned maintenance in their home where possible, for example with finishes like paint colours or tile choices.

4.13 If you ask us for a routine repair and we think it'll be best to do this as part of planned (or cyclical) maintenance, we'll talk to you about this.

4.14 We want to make sure we get the best value for money for our customers. So, when we carry out planned maintenance we might:

- get several quotes;
- wait to carry out work at a particular time of year;
- check that any specialist works are only carried out by companies with the right training or qualifications; or
- buy materials in bulk to keep costs down.

Inspections

4.15 Sometimes we might need someone to come to your home and diagnose the type of work we need to do. If this applies to you, we'll contact you to arrange the visit for a convenient day and time.

5. Making appointments for repair work

5.1 If we need to come to your home to carry out repairs, we'll give you an appointment. [We will contact you beforehand to confirm the appointment day and time (unless you've asked us to contact you another way)].

5.2 There must be someone who's 18 or older at home for the appointment. If there isn't, the contractor won't be able to do the work. They'll then follow our **Access Policy** to arrange another appointment.

- 5.3 If you can't make the appointment, please let us know as soon as you can so we can rearrange it.
- 5.4 If your contractor can't make the appointment, they'll contact you to reschedule. If they can't get in touch with you, they'll let us know so we can attempt to contact you.
- 5.5 If a contractor is running late for an appointment, they'll contact you as soon as they can. They'll let you know why they're late, and when they think they'll get to you. If the new time doesn't work, the contractor will arrange another day and time for the appointment.
- 5.6 If a contractor doesn't turn up for your appointment, let us know as soon as possible so we can arrange another one.

What happens if you miss an appointment?

- 5.7 For routine repairs, the contractor will try to come to your home three times:
- **if you're not home for the first appointment (we call this 'No access 1'):** the contractor will leave a calling card and text you to say when they were at your home, and how to contact them to make a new appointment. If they don't hear from you, they'll try to contact you again up to three times over three different working days.
 - **if you're not at home for the second appointment (we call this 'No access 2'):** the contractor will leave another calling card and text you informing you when they came, and how to arrange a new appointment. If they don't hear from you, they'll try to contact you once more by phone.
 - **if you're not at home for the third appointment (we call this 'No access 3'):** the contractor will leave a calling card and text you informing you when they came. They'll then let us know. We'll contact you to discuss what happens next (we'll follow our **Access Policy** when we do this).

We might also charge you for the cost of any appointments you miss.

- 5.8 If you need an emergency repair and you're not at home for the appointment, we might have to force entry (following our **Access Policy**). We will only do this for essential emergency repairs, to fix a serious health and safety risk, or if we believe you might be injured or unable to respond.
- 5.9 If we need to do a second visit after carrying out a repair, the contractor will explain the next steps to you at your first appointment. If it's possible, they'll make another appointment with you before they leave.

- 5.10 At the end of each appointment, the contractor will make sure your home is safe and secure, and that they've left it as they found it.

What to do before and after your appointment

- 5.11 Before work starts, please move any furniture or belongings out of the area we're repairing. If you need us to help you do that, we will ask you to sign a damage disclaimer beforehand.
- 5.12 If we need to lift carpet or flooring for heating repairs, we will do our best to put these back as we found them.
- 5.13 If our repairs affect the decoration of your property, we will 'make good' the area. If you'd rather re-decorate the affected area yourself, we can offer you a decoration voucher to help you pay for this.
- 5.14 If access panels, hatches, ducts or ducting are covered with wallpaper, tiles, carpet, wood, laminate or other finishes we won't be able to 'make good' these areas – we will let you know in advance if that's the case.
- 5.15 Once we've finished your repairs, we will ask you to sign off the work as complete. We, or one of our contractors, might also arrange to come to your home to inspect the works. This is so we can make sure you're happy with the repair and check the work is the right quality.

If you need to move out

- 5.16 If we need you to move out of your home temporarily so we can do repair work, we'll arrange temporary accommodation for you. We'll also keep you informed about how the work's going.
- 5.17 You can find more details about this in our **Temporary Moves Policy**.

How we'll keep you informed about your repairs

- 5.18 Either we or our contractor will let you know how your repairs are going. We will agree the best way to contact you, which will probably be by phone, text or email.
- 5.19 We will also make sure you know about any other repairs or maintenance that affect you either by letter, newsletter, text message, email, your scheme noticeboard, our customer website or in person. We might also contact you another way if we need to.
- 5.20 We will ask you for feedback on how we did.

What do we ask of you?

- 5.21 We expect you to treat our people with respect and we have a zero-tolerance approach when it comes to employee abuse, whether that's verbal or physical. We take any harassment or threats to our people, agents or contractors very seriously.
- 5.22 We will always take action to protect them. In extreme circumstances we might take legal action if you've breached your tenancy agreement or broken the law. Further information is set out in our **Unacceptable Behaviour Policy**.
- 5.23 We ask you to:
- allow us and our contractors to come into your home at the appointment time we agree;
 - let us change the appointment time if we can't make it (we will always try to give you as much notice as possible);
 - check contractors' identity cards and call our customer support hub if you're worried they're not who they say they are;
 - never leave children alone at the property while the contractor's working;
 - not smoke inside while the contractor's working; and
 - keep pets in a separate room while the contractor's working.

What can you expect from our contractors?

- 5.24 Our contractors must follow the highest of standards on the quality of their work and their professionalism. When they take on a repair for you, you can expect them to:
- make a convenient appointment with you;
 - show their ID cards when they arrive;
 - fully explain the work they'll be doing before they start, and give you the chance to tell them about any hazards that aren't immediately obvious;
 - carry out repairs with courtesy and consideration, and to the highest standard;
 - keep all materials and equipment safe and secure;
 - keep your home clean and tidy, and take away any waste;
 - try not to make too much noise during work;
 - do everything they can to finish repairs by the deadline we've agreed; and
 - keep any risk to you, the public or their own employees to a minimum.

What can you expect from us?

- 5.25 We will give you reasonable notice if we need to enter your home to inspect it, or to carry out work on it or a neighbouring property.
- 5.26 We will encourage our employees and contractors to proactively identify, report and fix any issues they see when they're in your home – even if they're there for a different reason.
- 5.27 We will work with individuals and communities and make sure we consider any disabilities or special requirements you might have.
- 5.28 We will treat you as an individual, and we'll adapt our services to meet your needs wherever we can. This is in line with our **Equality, Diversity and Inclusion Policy**.
- 5.29 If you've told us you've got special requirements (e.g. a disability), we will give this information to our contractors before they visit your home to carry out a repair. This is to make sure they know if you have any special circumstances they need to be aware of and to keep them safe. They'll treat this information sensitively, with respect and in line with our data protection guidelines.

Will we repair or replace things?

- 5.30 We will normally repair things rather than replace individual parts, unless it's more cost effective or sensible to do that. We will decide what to replace, and when and what we will replace it with.
- 5.31 We won't normally replace existing parts that are in good working order to get an exact match to a part that we've replaced – for example, if we replace one of your kitchen cupboard doors, we won't then replace the rest so they match. Having said that, we will aim to match existing items if we can.
- 5.32 We won't normally install new fixtures and fittings, for example, extra kitchen units, showers, electrical sockets or security lighting.

6. Paying for repairs

- 6.1 You'll normally have to pay for any repairs shown as your responsibility in your tenancy agreement, lease, deed or licence. You'll also normally have to pay for any repairs that are needed because you've:
- misused or neglected your property, or haven't reported something that needed repairing;
 - carried out or arranged unauthorised, inappropriate or poor alterations or improvements to the property; or
 - damaged the property or let a visitor or member of your household damage it.

We might also charge you for the cost of an appointment if you weren't there when we arrived.

- 6.2 We won't usually repair fixtures and fittings you've installed yourself. But if we do, you might have to pay us for it.
- 6.3 If we do repair something you've damaged, something that's broken because you didn't take enough care of it or something you didn't get our permission to alter (e.g. installing a cat flap in a door), we'll use our **Rechargeable Repairs and Services Policy** to decide whether you have to pay for it.
- 6.4 If you (or your family or visitors) damage your home, it's your responsibility to repair it. If you don't do this, or it's not to the right standard, we might do the repair ourselves then ask you to pay for it. The only exception is damage to heating systems, as this must be fixed by a contractor we've approved (you'll still have to pay for it).
- 6.5 If a repair isn't our responsibility, but it's causing a risk to your safety or the safety of your home, we might do it ourselves then charge you for it.
- 6.6 If you don't pay us for a repair, we might take legal action against you.
- 6.7 If a repair isn't our responsibility but you can't organise it yourself, or if it's an emergency, we'll assess your case and might do it on your behalf. If we do, we could charge you for it.
- 6.8 If you pay a variable service charge, we'll talk to you before we do any repairs, maintenance or improvements that are over a specific amount. This amount is set out in law (in section 20 of the Landlord and Tenant Act 1985) and is called the 'threshold value'.

Damage caused by the police

- 6.9 If the police need to break into your home to detect or stop a crime, you will have to organise and pay for any repairs. If you don't do this, we might do the work and then charge you for it.
- 6.10 If there's no evidence that you committed a crime, we'll fix the damage ourselves. We might then seek compensation from the police.

7. Other types of repair and maintenance works

This section covers repairs we haven't mentioned above. That includes what happens if you live in a new-build home, and what to do if you want to make your own home improvements.

New-build repairs

- 7.1 Works that we carry out as part of new-build or improvement contracts have a 'contractual defects liability period'. That means that, during this time, it's likely to be the developer's responsibility to carry out any repairs. The contractual defects liability period starts from the date the building or home is finished, and will either be 12 or 24 months, depending on when it was built.
- 7.2 If you live in a new-build property, and need a repair that isn't your fault within the contractual defects liability period, we'll classify it either as a defect or routine repair – which one depends on the contract we have with the developer. We will then either repair it ourselves or arrange for the developer to do that.
- 7.3 In some cases, for example if there have been problems during the contractual defects liability period, we might extend it.
- 7.4 There will also be a warranty period which lasts for either 10 or 12 years. If you are a homeowner, leaseholder or shared owner you may be able to make a claim under the warranty.
- 7.5 Some new shared ownership leases also state that we should cover some repairs during the warranty period. If you have this type of lease, you can contact us to find out who will do the work and whether we will contribute to the cost.

Disrepair (poor condition of a building or structure due to neglect)

- 7.6 We have an obligation to carry out repairs. If we don't, and you've been through our complaints process, you can claim for disrepair.
- 7.7 If you do this, we'll try to resolve the issue as soon as possible. We'll follow the government's Pre-Action Protocol for Housing Conditions Claims (England) when we do this. You can find out more about this in our [Housing Conditions Disrepair Claims Policy](#).

Home improvements

- 7.8 You have the right to carry out improvements or alterations to your home (as long as your tenancy or lease allows that). Before you do that, you must write to us to let us know what you want to do and wait for our approval.
- 7.9 If you don't get permission for the work, you'll have to pay for any repairs needed at the end of your tenancy or sooner if we find the work is unsafe.
- 7.10 If we find that any improvements you've made aren't safe or have devalued your home, we might put these right and charge you for the work.
- 7.11 If we do approve work, it must be finished to an agreed standard by a qualified person. We will inspect the work and if it's not up to standard we will ask for it to be corrected.

- 7.12 Repairing and maintaining improvements or alterations you've done is your responsibility, not ours.

Home adaptations for customers with special requirements

- 7.13 We're committed to helping vulnerable customers, and those with special requirements due to disabilities, to live independently and with a good quality of life. That includes making alterations – called 'home adaptations' – to help with this. You can find out how this works in our [Home Adaptations Policy](#).
- 7.14 We don't fund or carry out home adaptations for leasehold customers.

8. Awaab's Law

- 8.1 The Social Housing (Regulation) Act 2023 seeks a more effective regulation regime for social housing. This includes the implementation of the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (also known as 'Awaab's Law') on 27 October 2025. This policy is subject to change as full details or amendments are published. Where a repair or service relates to a hazard for which we are legally responsible under Awaab's Law, we will undertake the necessary work in accordance with those regulations, the requirements of which are as follows:

- From October 2025, social landlords have to address damp and mould hazards that are considered significant hazards within fixed timescales. **"Significant hazard"** means, in relation to a social home, a relevant hazard that poses a significant risk of harm to the health or safety of an occupier of the social home. In 2026, requirements will extend to apply to a wider range of hazards where they present a significant risk of harm. These include excess cold and excess heat, falls associated with baths and surfaces including stairs, structural collapse and explosions, fire and electrical hazards, and domestic and personal hygiene. In 2027, requirements will extend to all remaining Housing Health and Safety Rating System hazards other than overcrowding, where they present a significant risk of harm. The full list of 29 hazards can be found in Schedule 1 to the Housing Health and Safety Rating System (England) Regulations 2005.
- From October 2025, social landlords also have to address all hazards that are emergency hazards as soon as possible and within no longer than 24 hours. **"Emergency hazard"** means a relevant hazard that poses an imminent and significant risk of harm to the health or safety of an occupier of the social home.

- 8.2 We will adhere to the proposed timescales set out within the new legislation.

8.3 The legislation requires that the following timescales will be adhered to where we determine there is a significant hazard:

- An investigation will be carried out within 10 working days. Where the investigation confirms an emergency hazard, we will follow the process for emergency hazards outlined below.
- Where an investigation confirms a significant hazard, we will:
 - i. Provide a written summary of the investigation to the resident within 3 working days of conclusion;
 - ii. Complete relevant safety works and begin, or take steps to begin, any further works to prevent reoccurrence within 5 working days of concluding the investigation;
 - iii. Where further supplementary works are required and it is not possible to begin them within 5 working days, we will start these as soon as reasonably practicable and within 12 weeks of the investigation concluding
- If the property cannot be made safe, we will offer suitable alternative accommodation until the significant hazard is fully resolved.

8.4 The legislation requires that the following timescales will be adhered to where we determine there is an emergency hazard:

- An investigation will be carried out within 24 hours.
- Where an investigation confirms an emergency hazard, we will:
 - i. Complete all relevant safety works and make the property safe within 24 hours;
 - ii. If the property cannot be made safe within 24 hours, we will offer suitable alternative accommodation until the works are completed;
 - iii. Provide a written summary of the investigation within 3 working days of conclusion.

8.5 The relevant hazards under Awaab's Law do not include deficiencies in the property for which we are not responsible, as well as hazards which are wholly or mainly attributable to a customer's breach of covenant.

9. Getting the best value for money

9.1 We will:

- agree works with contractors and others that get us the best value for money, accounting for quality and speed;
- follow our established rules and procedures when we invite bids for contracts, and award them;
- make prompt insurance claims under buildings insurance or defects warranties on all repairs. This is to make sure we only spend our routine repairs budget on repairs. We'll also make our people aware of the insurance that covers our customers' homes and how to claim on it;
- only pay invoices for work that's been completed correctly, and pay these on time;
- make sure we have the right checks in place by giving responsibility for ordering repairs and authorising them to different people. This includes:
 - regularly collecting and analysing feedback about our service from customers;
 - carrying out random and targeted inspections;
 - giving managers and our governing boards accurate information on performance to help them improve; and
 - using the evidence we gather, good practice and benchmarking to make our processes better.

10. Roles and Responsibilities

Role	Responsibility
Chief Executive	• Monitoring overall compliance and performance against this policy.
Coop Development Worker	• Responsible for managing communication with customers, including in relation to requests for repairs, home improvements and home adaptations. • Responsible for instructing and managing performance of contractors; • Responsible for assessing condition of properties.

	• Maintaining records of cases of disrepair. • Consider the extensiveness of remedial works needed and whether residents should be moved during this period.
Coop Development Worker/Finance Officer	• Responsible for setting cyclical and planned repairs schedules and budgets.

11. Review

- 11.1 We will carry out a fundamental review of this policy every three years or sooner, subject to legal, regulatory changes, or if internal changes require it.

12. Essential Information

- 12.1 All our policies and procedures are developed in line with our approach to the following: data protection statement, equality diversity and inclusion (EDI) approach, complaints policy and our regulatory and legal obligations to ensure we deliver services in a lawful manner and treat people equally and fairly. Our privacy policy can be accessed on our website www.imanihousing.org.uk.

Document control

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Date Issued

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Uncontrolled if Printed

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Revision History

Version Number	Date	Comments / Reason for revision
v2	29.07.2025	Minor revisions and formatting
v3	16.10.2025	update to reflect introduction of Awaab's Law.