



The Whiteley Homes Trust

Responsive Repairs Policy

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Review Tracker

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Nov 2025	Pippa Claydon	New Policy	Board	16/12/25	1

Introduction

At The Whiteley Homes Trust, known throughout this policy as the Trust, we're committed to fostering a safe, inclusive, and transparent environment for everyone who lives, works and is associated with us. This policy sets out the standards and responsibilities for responsive repairs, and is designed to ensure clarity, consistency, and confidence across all interactions and practices.

We believe that transparency builds trust, so this document uses language that reflects the many roles and relationships within our community. Whether you are an employee, resident, volunteer, contractor, supplier, or third-party partner, this policy aims to guide and inform you in a way that's accessible, respectful, and representative.

Through clarity and openness, we aim to foster understanding, accountability, and confidence across our workforce and wider community.

Scope of Applicability

This policy applies to all individuals engaged with The Trust, including employees, agency workers, bank workers and volunteers. Throughout this policy, these groups are referred to collectively as "employees" for clarity and ease of reference.

It also covers residents including beneficiaries, tenants in our private let homes and their households.



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Throughout this policy, these groups are referred to collectively as “residents” for clarity and ease of reference.

In addition, this policy extends to third-party stakeholders, including contractors, suppliers, and external individuals or organisations that provide services on behalf of the Trust.

A responsive repair is a day-to-day maintenance task that is in response to a breakdown or failure that has already occurred.

This policy applies to all homes and communal areas where the Trust is responsible for carrying out responsive repairs. Our responsibility is determined by the licence, tenancy agreement, lease or management agreement.

This policy does not include damp and mould repairs as these are covered by our Damp and Mould policy.

New homes will have a defect liability period. During this time, the developer will be responsible for rectifying any defects. This may include responsive repairs. Defects should be reported in the same way as other repairs, but completion times may vary.

This policy does not cover planned or cyclical works or works that are identified from health and safety risk assessments.

The Trust is committed to communicating with openness and transparency. By clearly outlining who is covered by our policies, we aim to foster understanding, accountability, and trust within our diverse community.

Purpose

This policy sets out the Trust’s approach to delivering responsive repairs to residents.

Policy

We understand that having a safe and secure, well-maintained home is important for residents and we are committed to delivering high quality and efficient responsive repairs service. We will seek regular feedback from residents through surveys and resident panels.

We deliver this service using both direct labour and approved contractors.

1. Reporting Repairs

Residents must let us know as soon as they are aware of repairs needed in their home or the communal areas.

Residents can report repairs:

- By Phone
- Email
- Text



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- On our website
- In person

Emergency repairs must be reported by phone or in person.

Normal office hours are Monday to Friday 9am to 5pm excluding bank holidays. Emergency repairs outside of normal office hours must be reported by phone to the out of hours number.

When we raise the repair, we will send a text to the resident confirming the repair order number, a brief outline of the repair and the target completion date.

If a resident is unable to receive a text, we will endeavour to communicate the information with them using their preferred form of contact (usually email or phone).

2. Repairs Timescales

We have three different categories of repair:

- Emergency Repairs
- Urgent Repairs
- Routine Repairs

2.1 Emergency Repairs

An emergency repair is anything that can cause immediate danger to or risk the health and safety of people or could cause significant damage to a property or its fixtures and fittings.

We will attend an emergency repair within 24 hours of it being reported. We will try and fix the issue straight away but may need to make the property safe on the first visit and return to complete the repair during normal working hours.

Examples of emergency repairs include:

- Uncontrollable water leaks
- Complete loss of power (excluding power cuts that are the responsibility of the power company to rectify)
- Complete loss of water (excluding mains leaks occurring outside Whiteley Village that are the responsibility of the water company to rectify)
- Broken or blocked unusable toilet (if it is the only toilet in your home)
- Complete loss of heating (October to April only)
- Major structural damage
- Offensive graffiti
- Making safe insecure external doors and ground floor or easy access windows – including broken locks or broken glass in windows
- Unsafe electrics including exposed wires (excluding appliances owned by the resident)
- Gas leaks or carbon monoxide detector activation – these must first be reported to National Grid Gas Emergency on 0800 111 999



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If we are unable to repair your heating, we will provide temporary heaters if there is no alternative source of heating.

2.2 Urgent Repairs

We aim to complete urgent repairs within 5 working days of them being reported.

Examples of urgent repairs include:

- Slow containable leaks
- Partial loss of heating (where one or more rooms have working heating)
- Faulty showers where there are no other bathing facilities
- Repairs to communal laundry appliances
- Insecure windows above ground floor

2.3 Routine Repairs

Routine repairs are non-urgent repairs. We aim to complete all routine repairs within 20 working days of them being reported.

Examples of routine repairs include:

- Repairs to internal joinery for example kitchen units, internal doors, banisters, skirting boards or window frames
- Repairs to tiling and plasterwork
- Decorating after a leak or damp and mould treatment – we will only paint the area that has been affected and cannot guarantee to match the existing colour like for like
- Re-sealing around sinks, basins, baths or showers
- Dripping taps or showers
- Unblocking slow draining waste to shower or basins (when the resident has already attempted to unblock it)
- Repairing ovens or hobs that we have provided (unless there are no alternative cooking facilities in which case this would be an urgent repair)
- Repairing extractor fans
- Repairing or replacing faulty electrical sockets or switches
- Replacing fluorescent lightbulbs in the kitchen
- Pest control treatment and carrying out proofing works to prevent further infestations
- Blocked gutters
- Damaged fencing
- Loose or uneven paths or paving

2.4 Target Completion Times

We will aim to complete repairs on the first visit within the timescales above. However, in some cases we may need a specialist contractor to attend or to order parts and the repair may take longer than



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expected. If this happens, we will keep the resident informed of the progress and the expected completion date.

3. Resident Responsibility

Residents are responsible for some repairs and maintenance in their home. These are outlined in the Resident Handbook for beneficiaries and the tenancy agreement for residents in market-rented homes.

Repairs that are resident responsibility include:

- Decorating walls and ceilings including filling small holes and cracks
- Replacing or repairing any items that have been gifted to you by the Trust
- Replacing or repairing any of your own appliances (including if your electrical appliances are tripping the electrics)
- Resetting trip switches
- Installing additional fixtures and fittings, for example shelves, coat hooks or curtain rails
- Replacing or repairing your own fixtures and fittings (for example shelves that you have put up)
- Replacing floor covering you have provided or that was gifted to you when you moved into the property
- Adjusting internal doors if you have new flooring fitted
- Replacing light bulbs (excluding fluorescent tubes)
- Unblocking slow running drains if they have been caused by misuse (putting fat down the kitchen sink or flushing wipes for example)
- Repairing leaks from your washing machine or dishwasher
- Keeping extractor fans clean so they work properly
- Replacing toilet seats
- Replacing plugs and chains on sinks, basins and baths
- Maintaining and cleaning shower heads and hoses
- Taking reasonable steps to prevent pipes and tanks freezing in cold weather
- Setting timers and thermostats for heating systems
- Gaining access and replacing keys and locks if you lose your keys or get locked out (excluding Huntley House where the Support Workers can gain access in an emergency)
- Replacing broken glass in windows and doors (unless you have a crime reference number)
- Rectifying any damage caused by deliberate, negligent or careless acts caused by residents or their invited visitors

We understand that some of our residents are vulnerable and may not be able to carry out or arrange these repairs themselves. In these situations, residents should contact the Property Team. We may:

- Carry out the repair and recharge the resident for the cost of the work
- Signpost residents to other agencies who may be able to assist, for example, local handyman services
- In cases where the resident is vulnerable and the repair causes a significant health and safety risk, we may carry out the work at our expense. This will be at the discretion of the relevant Head of Department