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1 Introduction

1.1 Stockport Homes Group is a registered provider of social and affordable housing. We manage around 12,000 homes owned by Stockport Council and Stockport Homes. Most of the properties we manage are rented under a tenancy agreement. Some are managed under licences, lease agreements, shared ownership agreements and deeds of covenant.

1.2 The tenancy, lease or other legal agreement/s set out how we will work alongside tenants. The tenancy agreement sets out the terms of the tenancy including tenants' responsibilities and Stockport Homes' responsibilities as landlord. These documents set out our legal agreement with tenants and should be read alongside this document.

1.3 The purpose of this policy is to provide clear guidance for customers and colleagues. The policy aims to ensure that homes are well maintained, safe and in good repair whilst encouraging efficiency, transparency, effective communication, and a positive customer experience during the repair process.

1.4 Stockport Homes aims to provide a repairs service that:

- Is accessible and makes it easy for customers to report repairs
- Sets out and achieves its target times for different types of repairs
- Offers a choice of repairs appointment dates and times
- Communicates appointment times and keeps customers up to date with progress
- Keeps to appointments made
- Completes repairs to a high standard and on the first visit whenever possible
- Provides a considerate, respectful service
- Leaves homes tidy.

1.5 Repairs are carried out by contractors. Stockport Homes' biggest contractors are Three Sixty Limited and B4Box.

1.6 Stockport Homes regularly measures how satisfied customers are with all its services. Performance is closely monitored by Stockport Homes' Leadership Team and Board so that improvements can be made when needed.

1.7 Tenant Satisfaction Measures are submitted to the Regulator of Social Housing annually. The Measures relevant to this policy are detailed in the Internal Control section of this Policy. They are continuously updated on the Stockport Homes [website](#).

2 Scope

2.1 This policy covers social and affordable rented housing managed by Stockport Homes. It does not include freeholders, leaseholders, shared owners and privately let properties that are managed by separate policies.

2.2 If there is any variance between this policy and individual tenancy agreements then the tenancy agreement takes precedence.

2.3 The policy describes both [Responsive Repairs](#) and [Planned Repairs](#).

2.4 Cyclical Home Maintenance such as [Gas Safety](#) and [Electrical Testing](#) have separate policies.

2.5 This policy sets out Stockport Homes' general approach. However, it will consider decisions on a case-by-case basis and will make exceptions where it is appropriate and reasonable to do so. Customers and colleagues should feel comfortable asking us to do things differently where this meets a particular need.

2.6 All customers should have equal opportunity to access Stockport Homes' services if it is practically possible. They can nominate a representative to act for them in interactions with us, e.g. to discuss progress of a repair.

2.7 Stockport Homes must consider changing its approach if it is putting a vulnerable or disabled customer at a disadvantage compared to customers who are not vulnerable or disabled. Please see the our [Vulnerability Policy](#).

2.8 Adjustments to services will be considered on a case-by-case basis. Examples of reasonable adjustments might be making sure a Repairs Operative gives extra time for a customer with mobility issues to get to the door and by offering flexible appointment times.

2.9 Please [contact us](#) if you would like to tell us that you require reasonable adjustments to meet your individual needs so we can discuss how we can best support you and/or your family.

2.10 Stockport Council secure and introductory tenants have access to a Right to Repair scheme. To find out if you have a secure tenancy, check your Tenancy Agreement.

3 Definitions

3.1 **B4Box** – a construction training provider and employer based in Stockport.

3.2 **Clerk of Works** – inspects the workmanship, quality and safety of work on construction sites. They report back to senior managers and/or clients. A Clerk of Works conducts regular site inspections and checks that building plans are being followed correctly.

3.3 **Compliance and Building Safety Team** – Stockport Homes' Compliance Team are responsible for gas and electrical safety testing tenant/s homes. They are also responsible for communal water systems, asbestos, lifts, and all aspects of mechanical and electrical equipment in blocks including fire safety equipment.

3.4 **Condensation** – the most common type of damp found in buildings. It is caused by cooking, breathing, sweating, bathing, washing clothes and drying them. When water containing moisture hits something cool, droplets form. This process is not caused by structural defects. To eliminate condensation, moisture production needs to be reduced, and ventilation improved, e.g. by opening a window, installing air bricks and trickle vents, using dehumidifiers and/or heating the home.

3.5 **Contractor** – an organisation or individual who directly employs or engages construction workers and/or carries out, manages or controls construction work (e.g. building, altering, maintaining or demolishing). Contractors include sub-contractors, any individual, sole trader or self-employed worker.

3.6 **Customer** – describes Stockport Homes/Stockport Council tenants and household members.

3.7 **Customer Liaison Officer** – individual responsible for facilitating communication between customers, the contractor and the client (Stockport Homes).

3.8 **Damp** – the localised, excessive build-up of moisture that has no means of escape. Damp environments provide a place where mould, dust mites and bacteria can thrive.

3.9 **Emergency Repairs** – those that are a health and safety risk and/or may be harmful/damaging to resident/s, the public, the site, or building. A list can be found at [Appendix One](#).

3.10 **Mould** – describes the various types of fungi that thrive in moist areas. Water produced by condensation is 'pure' (distilled) making it an ideal medium for mould growth. The breakdown of mould/bacteria produces a musty odour and can result in airborne chemicals and gases.

3.11 **One Number Team** – based in Stockport Homes' Contact Centre. The team is usually the first point of contact for customers, and it aims to give a first-class customer experience. The team specialises in three key service areas: repairs, rehousing, and neighbourhood issues.

3.12 **Patch Officer** – Neighbourhood Housing Officers and Independent Living Officers.

3.13 **Penetrating rain** – rain that finds its way into a building, usually through poorly fitted vents, doors, windows, cracked cladding, chimneys, or poorly installed insulation.

3.14 **Planned Repairs** – repairs that are timetabled over the medium to long term by Stockport Homes, based on: expected lifespans of components, monitoring of responsive repairs, surveys, and budgets available. A list can be found at [Appendix One](#).

3.15 **Recharges** – charges made to tenants if we incur costs or expenses due to them not meeting their responsibilities.

3.16 **Responsive Repairs** – repairs that are every day, routine, or due to an emergency.

3.17 **Repairs Operative** – a range of workers who may have a skill in a particular trade, including plumbers, joiners, electricians and bricklayers.

3.18 **Right to Repair Scheme** – Stockport Council secure and introductory tenants have access to a Right to Repair Scheme. If certain types of repair work are not done within certain timescales, tenants can claim compensation of up to £50 in certain circumstances. A repair will not qualify for the scheme if it exceeds an estimated cost of £250, or if Stockport Council is not responsible for the repair. More information is available on request or via [Citizen's Advice](#).

3.19 **Site Manager** – responsible for teams on site. They are usually responsible for keeping within the timescale and budget of a project, and managing any delays or problems encountered on-site during a construction.

3.20 **Statutory Repair** – those required by law to be carried out by landlords.

3.21 **Stockport Council** – Stockport Metropolitan Borough Council.

3.22 **Stockport Homes** – for the purposes of this policy, Stockport Homes describes all Stockport Homes Group companies unless otherwise stated.

3.23 **Surveyor** – carries out a range of activities including: examining buildings for structural defects, providing valuations, advising on environmental issues and construction, and measuring and collecting data on specific areas of land (including information about boundaries, buildings and features (both natural and man-made)).

3.24 **Tenant** – describes both sole and joint tenants with whom Stockport Homes/Stockport Council have a contractual relationship, e.g. via a Tenancy Agreement.

3.25 **Tenant Contact** – a planned phone call or visit to a customer by a Patch Officer.

3.26 **Three Sixty Limited** – a wholly owned subsidiary company of Stockport Homes Limited.

4 Eyes Wide Open

4.1 Stockport Homes takes an 'Eyes Wide Open' approach. We ask our employees, contractors, and customers to work together to look out for each other and the local neighbourhood. It is everybody's responsibility to report issues to us so we can solve them, including:

- Issues that are either health and safety risks or have a detrimental effect on our sites and/or properties, e.g. trip hazards, leaking gutters, broken

pipes, damp and mould. Stockport Homes non-technical colleagues, e.g. Patch Officers, should consider the risk to residents, staff, visitors, the building, site, or neighbourhood when deciding how to deal with issues/repairs they find. If colleagues are unsure of the urgency of an issue/repair, they should ask their manager for guidance

- Items left in communal areas that need removing, e.g. in communal gardens, corridors, entrances
- Poorly maintained paths, steps, car parks or grassed areas, trees and hedges
- Fly tipping, graffiti, littering and excessive dog fouling
- Abandoned properties or vehicles
- Graffiti and evidence of drug taking
- Broken street lighting
- Anti-social behaviour
- Unprofessional conduct by colleagues and/or contractors
- Issues that may have a more serious effect on disabled or vulnerable customers e.g. uneven footpaths will affect someone with limited mobility.

4.2 For more information please visit our [Eyes Wide Open Policy Statement](#). If colleagues are unsure if they should report an issue as urgent, they should discuss with their manager.

5 Repair Responsibilities

5.1 Repair responsibilities are governed by the Tenancy Agreement and associated legislation. This policy provides general guidance only. If there is any variance between this policy and individual tenancy agreements, the Tenancy Agreement takes precedence.

Stockport Homes' repair responsibilities generally include:	
•	Ensuring properties, estates and neighbourhoods are kept in good repair
•	Maintaining the structure and exterior of the properties e.g. roof, walls, windows, doors, drains, gutters, external pipes, common areas and shared facilities
•	Maintaining essential services, fixtures and fittings for water, gas, and electricity. This includes basins, sinks, baths, toilets, boilers, radiators and heaters
•	Ensuring homes meet the Decent Homes Standard that sets out minimum requirements for safety, thermal efficiency, heating, hot water, and sanitation facilities
•	Regularly assess homes against the Housing Health and Safety Rating System HHSRS and carry out any repairs and maintenance needed to keep home and tenants safe

Stockport Homes' **tenants** are generally responsible for keeping the inside and outside of their homes in good condition by:

- Promptly reporting repairs that Stockport Homes are responsible for.
- Providing access for repairs and a clean, safe, smoke free environment for Stockport Homes' colleagues and contractors to work in
- Maintaining, connecting and disconnecting, and appropriately disposing of household appliances, e.g. ovens, fridges
- Having chimneys swept where wood or solid fuel burning appliances have been installed with Stockport Homes' permission.
- Carrying out all basic maintenance tasks, e.g. changing light bulbs/fluorescent tubes, unblocking sinks and toilets, replacing plugs/chains in baths, sinks and washbasins, bleeding radiators, replacing shower curtains, installing or replacing curtain rails, pelmets and blinds, installing TV aerials to houses but not flats, changing locks, and replacing lost keys
- Maintaining and replacing internal doors, apart from kitchen and bathroom doors and internal fire safety doors
- Filling minor cracks and holes before redecoration
- Maintaining smoke detectors (unless hardwired and supplied by Stockport Homes)
- Maintaining decoration to a good standard
- Maintaining adequate ventilation in the property, e.g. kitchens and bathrooms – more information can be found on our [website](#).
- Keeping gardens, external spaces, boundaries (fences/walls) and sheds in a good, tidy and safe condition free from rubbish and weeds

Flooded gardens

5.2 In periods of heavy rain, some gardens will hold standing water until the water table reduces allowing standing water to seep into the soil and drain away naturally. This is often a particular problem in and around the winter months when temperatures are low with short hours of sunshine. Whilst garden

standing water can often occur in the winter months, it can appear at any time of heavy rainfall.

5.3 Therefore, in general Stockport Homes does not carry out work to improve garden drainage.

6 Categories of Repairs and Target Timescales

6.1 Stockport Homes understands that all repairs are important. However repairs are assessed and prioritised into different categories to make sure we deal with the most urgent first.

6.2 Stockport Homes may make reasonable adjustments dependent on a range of factors, e.g. customer disability, vulnerability, need and situation.

Emergency Responsive Repairs

Repairs which may pose an immediate risk of injury to people or major damage to property. A list can be found at [Appendix One](#).

Target Timescale - Stockport Homes will make safe within 24 hours of the repair being reported. If further work is required, an appointment will be made to a timescale agreed with the customer.

Target Measures

Regulator of Social Housing Standard RP02a - Proportion of emergency responsive repairs completed within the landlord's target timescale (99.8%).

Routine Responsive Repairs

Non-emergency repairs. A list can be found at [Appendix One](#)

Target Timescale - Stockport Homes aims to provide an appointment to carry out the repair within 30 working days.

Target Measures

Regulator of Social Housing Standard RP02b - Proportion of non-emergency responsive repairs completed within the landlord's target timescale (88%).

Complex and Non-Standard Responsive Repairs

Are repairs which require multiple trades and / or multiple visits to complete. This type of repair may need specialist parts or contractors.

Target Timescale – Stockport Homes will agree timescales with customers, subject to, urgency, complexity of work and sometimes factors outside of our control, e.g. availability of parts and/or specialist trades.

Planned Repairs

Are major works of repairs and maintenance. Typical Planned Repairs include replacement roofs, windows, landscaping, replacement kitchens, bathrooms, and fire safety work.

Target Timescale – Planned repairs will be delivered to a high standard with as little disruption to customers as possible.

Target Measures

Regulator of Social Housing Standard RP01 - Proportion of homes that do not meet the Decent Homes Standard (0%).

7 Responsive Repairs

7.1 When a repair is reported by a customer, Stockport Homes will:

- Listen to the customer carefully and empathetically
- Take and record as much detail about the repair as possible, e.g. clear descriptions such as locations, access requirements and any special circumstances
- Check the properties repair history, e.g. to establish if related works have been reported previously
- Check with customers that our records are up to date regarding household information, including any vulnerabilities and/or disabilities that may impact on service delivery (see 6.2-6.4)
- Apply logic and discretion as appropriate to prioritise and categorise the repair.

Reasonable Adjustments to Responsive Repairs service

7.2 Stockport Homes will ask customers when they report repairs if they need any reasonable adjustments to the delivery of the repairs service, e.g. increased priority if a household member is vulnerable or disabled.

7.3 Customers should also let Stockport Homes know if circumstances change, and they need additional reasonable adjustments making.

7.4 Please see sections 2.5-2.9 of this policy and the [Vulnerability Policy](#) for more information.

Reporting Emergency Responsive Repairs

7.5 Customers should contact us to arrange an appointment to carry out work as soon as possible by ringing 0161 217 6016, Option 1.

7.6 A list of what Stockport Homes categorises as Emergency and Routine repairs are listed in [Appendix One](#).

7.7 Reporting a routine repair as an emergency may result in tenants being charged for additional costs incurred (see [Rechargeable Repairs](#)).

Reporting Routine Responsive Repairs

7.8 Customers should contact us to arrange appointments to carry out Routine Responsive Repairs between 8.30am and 5pm, Monday to Friday by:

- **Telephone** – 0161 217 6016, Option 1
- **In person** – at our head office at Cornerstone, 1-3 Edward Street, Stockport, SK1 3NQ
- **Online** - <https://www.stockporthomes.org/my-home/repairs/report-a-repair/repairs-report-form/>

- **Asking any Stockport Homes colleague** to report a repair if customers are unable to do so.

Keeping the customer informed

7.9 In most cases, when a customer reports a repair, an appointment date and time will be agreed. The appointment will be confirmed via text or email depending on the customer's stated preference.

7.10 Customers who have a mobile phone will receive additional reminder texts at the following intervals:

- Seven days before an appointment
- One day before an appointment
- On the day of the appointment.

7.11 Upon request, Stockport Homes will remind customers who do not have a mobile phone of their appointments via landline, email or letter.

7.12 Stockport Homes aims to complete repairs at first visit. However, if more work is required, the Repairs Operative will request a further appointment to carry this out. Customers will be kept informed as per 6.9 and 6.11 above.

Customer Feedback on Responsive Repairs

7.13 Stockport Homes gives all customers who have had a responsive repair the opportunity to complete a satisfaction survey once a repair is complete.

7.14 Stockport Homes continually monitors the repairs performance against **Tenancy Satisfaction Measures**. By monitoring customer satisfaction on an ongoing basis, Stockport Homes can react quickly to any changes in satisfaction and ensure we keep improving services to our customers.

Quality checks of Responsive Repairs

7.15 Stockport Homes carries out quality checks (known as post inspection surveys) on a sample of all responsive repairs. Quality checks aim to identify areas for learning and improvement to services.

7.16 Quality checks will always be carried out when negative feedback is received about repairs carried out by Stockport Homes.

7.17 Sample quality checks will also be carried out when:

- Repairs not completed by Three Sixty Limited or B4Box
- Contractors make changes to the repairs ordered by Stockport Homes
- Alterations and/or repairs have been completed by customers or their contractors with or without our permission (see section on **Alterations**)
- Repairs have been identified and completed due to a recommendation in Fire Risk Assessment

- Repairs have been carried out at an empty property before it is let out to new tenants.

8 Damp and Mould

8.1 The presence of damp and mould can have a serious impact on the health and well-being of residents and cause damage to property. Damp conditions provide an ideal environment for mould.

8.2 Damp is most often caused by leaks, a build-up of condensation and/or penetrating rainwater. As properties become better insulated and more thermally efficient, it is important to manage moisture levels (humidity) within properties by adequately heating and ventilating to prevent condensation.

8.3 Stockport Homes will take all reasonable steps to identify and diagnose the cause/s of damp and mould within customers' homes, including consideration of the history of the property to see if there has been a problem before.

8.4 If it is determined that the cause is related to issues with the structure and/or fabric of the building, Stockport Homes will take all reasonable steps to repair and resolve. If damp and mould is being caused by use of the property that cannot be reasonably be changed, e.g. drying clothes inside, Stockport Homes will take a holistic approach working in partnership with customers and other teams and external agencies where appropriate.

8.5 All Stockport Homes colleagues who deal with customers regularly are trained to identify damp and mould, and can signpost customers to advice, repair and support services.

8.6 Customers also have a responsibility to report damp and mould as soon as possible via the Responsive Repairs service or [online](#).

Responding to Reports of Damp And Mould

8.7 Stockport Homes will send a trained technical surveyor within ten working days where:

- The mould coverage is over 30cm in diameter i.e. larger than the size of a football
- The mould is hard to access i.e. would require ladders or moving significant items of furniture to access
- Customers report repairs associated to the damp and mould e.g. leaks.

8.8 Stockport Homes will provide the tenant with a written summary of the investigation and its findings within three working days. This will include observations, conclusions, recommendations and details of any remedial action to be carried out.

8.9 If the reported hazard is categorised as an emergency and there are disabilities or vulnerabilities within the household, a surveyor will attend within

24 hours. If confirmed as an emergency, then safety works will be completed within the same 24 hour period.

8.10 Remedial works - Stockport Homes will begin, or take steps to begin, any supplementary preventative work to prevent a significant or emergency hazard recurring within 5 working days of the investigation concluding. If steps cannot be taken to begin work in **five working days** this must be done as soon as possible, and work must be physically started within **12 weeks**.

Responding to smaller patches of Damp and Mould

8.11 Stockport Homes classes smaller patches of damp and mould as less than 30cm in diameter i.e. smaller than the size of a football.

8.12 Our trained officers will triage your report of Damp, Mould or Condensation and actions may include:

- Cleaning down the affected areas (follow up visits may be required for larger areas)
- Carrying out any minor and related repairs
- Raising additional investigative repairs that cannot be carried out at the first visit (these repairs will be categorised and carried out with customers kept informed in line with Section 7 of this policy).
- Giving advice leaflets about how to control moisture levels and manage the environment within their home (increase ventilation and heating for example)
- Providing a free hygrometer to enable customer/s to monitor and control the level of moisture (humidity) within their home
- Advising you as the tenant to clean small patches of damp and mould, with support from Stockport Homes offering a £10 B&Q voucher to purchase a suitable mould cleaning product.

Responding to severe cases of Damp and Mould

8.13 Where damp and mould are severe or recurring, Stockport Homes will carry out a comprehensive risk assessment which may trigger a range of actions, e.g. providing and funding dehumidifiers or ventilation systems.

8.14 In cases where Stockport Homes cannot access properties with severe damp and mould, we will pursue legal action to gain access to assess and treat as required.

Stockport Homes' Proactive Approach to Damp and Mould

8.15 Stockport Homes:

- Uses its Planned Repairs programme to carry out works to help mitigate damp and mould by design, including installation of insulation, efficient heating and ventilation solutions
- Checks properties for damp and mould when carrying out five yearly Property Surveys (see [section 10](#))

- Acts on reports of damp and mould from Patch Officers during Tenancy Contacts
- Will take a multi-team approach to deliver support if damp and mould are occurring from the cost-of-living crisis or overcrowding, e.g. through money and/or energy advice, and tenancy support
- Provides a range of accessible information and advice on its website to help customers live free from damp, mould and condensation
- Using periods when properties are empty between lettings to carry out any damp and mould preventative works.

9 Providing Access for Inspections, Repairs, Installations and Improvements

9.1 It is a condition of the tenancy that access must be given for Stockport Homes to carry out inspections, repairs, installations and improvements.

9.2 If customers are not able to keep an appointment, they should let us know. Missed appointments cost a lot of money and slow down the repairs service for everyone.

9.3 Stockport Homes aims to give at least 24-hours' notice for appointments, unless it believes there is a health and safety risk and/or a risk of harm/damage to resident/s, the public, the site or building.

9.4 When colleagues are delayed, they will keep customers informed via text/phone call.

9.5 Stockport Homes policy is that customers have failed to provide access if:

- An appointment has been agreed and communicated to the customer, and they are not at the property and/or don't answer the door at the appointment date/time
- The visiting colleague waits five minutes past the appointment time intermittently knocking, ringing the doorbell, checking over the back fence with no response
- The visiting colleague has checked records and carried out any instructions to be followed, e.g. knock loudly, give customer extra time to get to the door, use side door with no response.

9.6 If Stockport Homes is unable to gain access, they will leave a calling card at the property asking the customer to contact us within seven days to arrange a new appointment. If we are contacted over seven days after the missed appointment, the appointment will be treated as a new Routine Responsive Repair, unless there are exceptional circumstances, e.g. customer has been in hospital.

9.7 Stockport Homes will only proactively contact customers to rearrange missed appointments if the reported repair is:

- A health and safety risk to customers, colleagues and the public
- Required to discharge a statutory or regulatory obligation; or
- Detrimental to the management of the property, site or building e.g. could cause long term damage and incur additional cost.

9.8 If Stockport Homes takes reasonable steps and is unable to gain access for necessary inspections, repairs, installations and/or improvements, we will apply to court to gain access.

10 Property Surveys

10.1 Stockport Homes will complete a survey of each property it manages under this policy at least every five years (subject to being able to gain access).

10.2 Stockport Homes may carry out more frequent Property Surveys of some homes and/or archetypes, for example where there are high levels of responsive repair requests or recurring problems which might be indicative of wider issues.

10.3 Property Surveys are completed by qualified surveyors to assess the age and condition of the property and its elements e.g. kitchens, bathroom, windows and doors. The purpose of the surveys is to:

- Assess the health and safety of properties using the Government's Housing Health and Safety Rating System (HHSRS). The HHSRS assesses 29 categories of housing hazard, enabling Stockport Homes to identify any issues and carry out improvements
- Check each property meets the Government's **Decent Homes Standard** that sets the minimum standard for social homes. For a property to meet the Decent Homes Standard, it should be warm, weatherproof, in a reasonable state of repair and have reasonably modern facilities.
- Enable us to plan future major repairs programmes of investment: **Planned Repairs**
- Demonstrate that Stockport Homes is managing the stock effectively and efficiently and complying with the Tenancy Agreement/s and all relevant legislation and good practice.

10.4 If Stockport Homes takes reasonable steps and is unable to get access for necessary surveys/inspections, it will apply to court to gain access.

11 Planned Repairs

11.1 Planned Repairs are usually major works of repairs and maintenance e.g. roof replacement. Often, they are delivered as part of a programme of similar works in a geographical area e.g. Stockport Homes may replace all the roofs on a street. There are often cost benefits to carrying out similar works together e.g. plastering or if scaffolding is required for one type of works, Stockport Homes will try to carry out other works that would require scaffolding at the same time.

11.2 The types of works that are usually delivered as part of a Planned Repairs programme can be seen in [Appendix One](#).

Keeping customers informed

11.3 Each April, Stockport Homes will write to all tenants who are likely to be included in Planned Repairs programmes over the coming year. The letter will confirm the type of works planned e.g. roof replacement.

11.4 Tenants will receive clear and timely updates in the run up to work starting, including any delays. Stockport Homes aims to contact tenants by letter approximately eight weeks, 14 days and seven days before the date work is due to start.

11.5 Letters will include detail of the work planned and key contact details for both the contractor and Stockport Homes.

11.6 Depending on the extent and type of work planned, tenants may receive a visit from the contractor before work starts to discuss:

- Timescales for works
- Access arrangements (if necessary)
- Relevant information about the property
- Choices of finish (if necessary)
- Customer disabilities / vulnerabilities and any reasonable adjustments needed.

Quality Checks on Planned Repairs

11.7 Each contract is closely monitored by Stockport Homes. Their Clerk of Works will visit the site regularly to monitor quality and progress and is responsible for ensuring that completed works are up to standard.

11.8 The Clerk of Works' name and contact details will be provided in the letters tenants receive in the run up to work starting. Quality of work carried out is thoroughly checked by the Clerk of Works before Stockport Homes accepts work is finished.

Customer Feedback on Planned Repairs

11.9 We aim for all customers who experience planned repairs to have the opportunity to complete a survey giving feedback on the experience. If you would like to give feedback, please [contact us](#).

11.10 We continually monitor our repairs performance against [Tenancy Satisfaction Measures](#).

11.11 By monitoring customer satisfaction on an ongoing basis, we can react quickly to any changes in satisfaction and ensure we keep improving services to our customers.

12 Rechargeable Repairs

12.1 Stockport Homes may complete repairs and recharge tenants the costs when:

- The tenancy agreement allows
- Tenants fail to repair damage caused by them or their visitors, or caused by neglect, carelessness and/or wilful damage, and/or lack of repair could cause damage to the property e.g. replacing broken windows.
- **Alterations or installations** made by customers must be brought up to standard or where property needs returning to its original condition
- Abuse of the emergency call out service e.g. when the repair required has been reported as an emergency when it is not or there is no access to the property when the Repairs Operative attends
- Renewing or repairing damaged internal doors
- Replacing locks and keys
- Departing tenants fail to return the property to Stockport Homes' Property Condition Standard when a tenancy ends
- Clearing properties and gardens at any time during a tenancy or at the point the tenancy ends.

How Stockport Homes will recharge tenants for the cost of repairs

12.2 In general, costs will be recharged to tenants based on the National Housing Federation Schedule of Rates plus an Administration Fee. Stockport Homes may also recharge call-out costs and costs of taking any legal action.

12.3 Costs will be added to an account separate to the tenant's main rent account. Payment terms will be agreed with the Customer Finance Team.

12.4 Tenants disputing costs or charges may appeal or challenge the charge within 60 days of an invoice date by contacting the Customer Finance Team.

13 Alterations and Installations

13.1 Tenants are responsible for keeping the inside of homes clean and reasonably decorated.

13.2 Tenants have the right to make certain improvements to their home with Stockport Homes' written permission (in line with the law, their tenancy agreement and this policy).

13.3 Stockport Homes is committed to supporting customers aspirations and will generally give written permission for reasonable installations and alterations to existing fixtures and fittings where they meet Stockport Homes' requirements, e.g. kitchens, bathrooms. We may need to carry out an inspection before deciding if permission will be given.

13.4 Permission is likely to be refused if the intended work:

- Involves a structural change to the premises or affects the integrity of key parts of the home (such as walls, floors, ceilings, external doors leading in and out of the property, communal doors or wiring)
- Makes the home unsafe
- Breaches planning, building or conservation area regulations
- Breaches any head lease or covenant to which the proposed improvement is subject
- Reduces the living space or value of the property
- Affects any work planned by us or increases our maintenance costs
- Removes landlord fixtures that are an essential feature of the structure or installations e.g., wiring and pipework
- Involves the installation of gas and/or solid fuel fires/heaters as these can cause health and safety risks. Solid fuel fires are a breach of the Tenancy Agreement and must be removed
- Is proposed by a tenant that is in arrears to Stockport Homes
- Is proposed by a tenant that has an Introductory or Starter Tenancy.

13.5 Stockport Homes may allow minor electrical improvements (e.g. light/socket installations). However, these must have our written permission and be carried out by a qualified electrician, with the relevant certificates provided to us.

13.6 Where Stockport Homes gives written permission for the tenant to carry out an improvement, it may attach conditions to the permission around the way the work must be done, the quality of the work, the identity of the person carrying out the work or any other matter it thinks appropriate. Failure to comply with a condition attached to a permission will be treated as if the tenant did not obtain permission.

13.7 Tenants are responsible for gaining any necessary other permissions for proposed works, e.g. planning permission from Stockport Council. Original copies of relevant documents must be supplied to Stockport Homes before work starts.

Installation of hard flooring

13.8 Hard flooring can cause issues of noise transference between properties and be an obstacle to Stockport Homes carrying out repairs e.g., when needing access to pipework. However, Stockport Homes will generally give written permission for hard flooring if the tenant:

- Lives in a house and none of the rooms are situated above residential space belonging to someone else
- Lives in a flat on the lowest floor of a block and the property has concrete flooring. Tenants in flats must purchase sound insulation pads which lie beneath the flooring. Stockport Homes recommends acoustic sound insulation which is widely available throughout the UK

- Accepts that the hard flooring may need to be removed so that Stockport Homes can fulfil maintenance and repairing obligations, including in an emergency. Stockport Homes will not accept liability or responsibility for damage to or replacement of the flooring
- Agrees to remove the hard flooring entirely when they leave and restore the property to our satisfaction.

Adaptations

13.9 Adaptations are changes to your home that allow you to live independently. If you have mobility problems, we may be able to adapt your home to help you do things more easily, such as climbing the stairs or getting in and out of your bath. If you think need adaptations, please [contact us](#).

Applying for alterations or installations to your property

13.10 Tenants can apply using an [Installations and Alterations Form](#) (paper copies can be supplied by Patch Officers on request).

13.11 Stockport Homes will respond to simple applications within 10 working days. It may take up to 20 working days to respond to complex applications which may require site visits or technical advice.

13.12 Applications for alterations and installations in some buildings will always be complex and need assessing by the specialist Compliance and Building Safety Team. Most of these buildings are high rise and are listed at [Appendix Two](#).

13.13 Stockport Homes will usually respond to applications by:

- Granting permission or permission with conditions. Conditions may include an agreement to maintain or remove if the tenancy ends
- Refusing to grant permission. When this happens Stockport Homes will share the reasons for refusal in a response to the application.

If permission is granted

13.14 All alterations and installations must always be carried out by a competent and qualified person. Stockport Homes will always carry out quality checks of any work completed. If work does not meet Stockport Homes' standard it may have to be removed, and the property returned to its original condition at the tenant's cost.

13.15 Where Stockport Homes gives permission for an alteration and/or installation, it may attach conditions to the permission around the way the work must be done, the quality of the work, the identity of the person carrying out the work or any other matter it thinks appropriate. Failure to comply with a condition attached to a permission will be treated as if the tenant did not obtain permission.

13.16 Tenants are responsible for gaining any necessary other permissions for proposed works, e.g. planning permission from Stockport Council. Original copies of relevant documents must be supplied to Stockport Homes before work starts.

13.17 If works have been carried out at any of the buildings listed in Appendix Two, the Compliance and Building Safety Team will always visit the property to ensure works are completed to the required standard and as per the application.

Applying for permission retrospectively

13.18 If a tenant has carried out an alteration or an installation without Stockport Homes' permission they must apply for retrospective permission.

13.19 Stockport Homes will usually respond by:

- **Granting retrospective permission or retrospective permission with conditions.** Conditions may include an agreement to maintain or remove if the tenancy ends. If retrospective permission is granted but works have not been carried out to the required standard, tenants will have to bring the work up to standard or return the property to its original condition at their own cost.
- **Refusing to grant permission.** When this happens Stockport Homes will share the reasons for refusal in a response to the application. All alterations/installations must then be removed, and the property reinstated to its original condition at the tenants' cost. If tenant/s do not

do this Stockport Homes will carry out the work and charge the cost to the tenant/s (see [Rechargeable Repairs](#) section).

Compensation for improvements

13.20 The right to compensation for improvements is subject to qualifying criteria and regulations, such as The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994.

13.21 Stockport Homes will compensate tenants for improvements where:

- They meet the statutory criteria
- Both the application and alterations have been properly followed and enacted.

14 Accessibility

14.1 The Stockport Homes website includes the Recite Me assistive technology tool that enables customers to customise their experience in a way that best suits their individual needs. This includes larger font, translation into another language, audio etc.

14.2 Please open the Recite Me assistive tool by choosing 'Accessibility' from the toolbar at the top of the webpage and then choose the policy you wish to access from the list on the website.

15 Get Involved

15.1 Stockport Homes consults customers regularly about policy content, service standards and value for money. If customers would like to get involved, discuss this policy, help make decisions, make a complaint, or leave a compliment, please [contact us](#).

16 Contact Us

16.1 Customers can contact us by ringing 0161 217 6016 (option 1 for repairs), visiting our website <https://www.stockporthomes.org/do-it-online/tell-us/contact-us/> or visiting our head office at Cornerstone, 1-3 Edward Street, Stockport, SK1 3NQ.

16.2 Stockport Homes can also be found on [Facebook](#) and [Instagram](#).

16.3 If customers are unhappy with the service received from Stockport Homes, please contact us by:

- Completing an online form - <https://www.stockporthomes.org/about-us/our-performance/complaints/#ComplaintForm>.
- Emailing feedback@stockporthomes.org
- Telephoning 0161 474 2600
- Reporting a complaint to any member of Stockport Homes staff.

17 Appendix One – List of Common Emergency, Routine and Planned Repairs

Emergency Repairs - when the fault has the risk of immediate injury to people or major damage to property. Stockport Homes will respond to make safe the following within 24 hours
Heating, ventilation and plumbing
No heating during winter only where there is one source of heating
No hot water or mains water supply
Blocked drains, or sewage overflowing into the home or internal common area
Toilet will not flush
Burst plumbing or flood that cannot be stopped by turning off the water
Burst storage tanks, cylinders or pipes
Electrical and mechanical
Damaged electrical wiring
Complete loss of electricity/ lighting
Faulty lifts (e.g. doesn't return to the ground floor)
Problems with stairlifts / adaptations
Continuous sounding activated communal / domestic fire / smoke alarms
Windows, doors and security
Security issues, such as a front door that does not lock
Customer locked out of the Property - please note the replacement of lost keys are rechargeable to the customer
Unsafe or broken doors and windows, including front, back, communal and fire doors
Faulty external or automatic doors, gates or warden call systems
Health and safety
Damaged or faulty fire safety equipment
Faulty carbon monoxide detectors
Equipment or debris blocking escape routes, communal areas and bin chutes, or problems with removing waste materials
Damaged asbestos-containing materials
Any hazard in communal areas, such as slip, trip and fall hazards, rodent infestations or damaged play equipment
Loose or dangerous bricks or roof tiles
Routine Repairs – repairs listed below will not be treated as an emergency and will be attended to within 30 working days of the repair being reported
Partial loss of electrical power where the fault is inside the home
Faulty electrical sockets, switches and light fittings
Partial loss of water supply
Heating and hot water faults or breakdowns
Blocked sink/ bath/toilet that customer hasn't been able to unblock
Tap which cannot be turned
Loose banister, handrail or stair tread
Roof leaks
Reglazing following boarding-up
General internal & external joinery repairs

Minor plumbing repairs e.g. dripping taps, leaks to sinks or baths and faulty pipework
Repairs to kitchen fittings e.g. cupboard doors, drawers, worktops and handles
Repairs to leaking gutters and downspouts
Easing of external doors and windows, replacement handles and faulty mechanisms
Damage to stair treads, handrails or banisters and floorboards
Insecure doors and windows in communal areas
Roof and gutter leaks

Planned Repairs – are those repairs classed as major works of repairs and maintenance.
Kitchen replacement (part or all)
Bathroom fittings (part of all)
External Doors
Windows
Fascia's, Soffits and Rainwater goods (guttering, fall pipes)
Roofing works
Paths
Pointing
Rendering
Gutter Cleaning
Heating Systems
Lift Replacements
Work to inside and/or outside communal areas
Any other structural works
Plastering
Ground works, including footpaths, driveways, fences

18 Appendix Two

Bowden House	Hollow End Towers	Millbrook Towers
Palatine House	Romney Towers	Lincoln Towers
Lancaster House	Lenham Towers	Ratcliffe Towers
Radnor House	Dunton Towers	Beaver House
Hanover Towers	Brecon Towers	Voewood House
Pendlebury Towers	Conway Towers	Heaton Towers
Clarkethorne Terrace	Ludlow Towers	Norris Towers
The Longsons	Hollywood Towers	
The Bentleys	Mottram Towers	

19 Internal Controls

1	Version control Version number will change every three years or at major review		
	Version No.	Date	Change/s and reasons for change
	1	02/10/2024	Creation of new policy following a review of all customer policies and gap analysis against the Regulator of Social Housing Consumer Regulations
	2	01/10/25	Policy updated to reflect Awaab's Law

2	Policy Owner i.e. Director	Director of Property
	Policy Author/s i.e. Head of Service	Head of Assets
	Approved by/date Directorate Management Meeting	Property Management Meeting – 22 nd January 2025 – Decision ELT – 11 th March 2025 – Decision Customer Focus – Assurance
	Communication	Team Meeting Slides Colleague Insight
	Effective Date - the date of sign-off	11 th March 2025
	Next Full Review Date i.e. 3 years after effective date, with an annual light touch review	10 th March 2028

3	Regulatory Standards	Please list the Consumer, Governance, Viability standards and outcomes this policy meets
	Standard/s	Required outcome
	Safety and Quality Standard	<u>1.1 Stock Quality</u> 1.1.1 Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants. <u>1.2 Decency</u> 1.2.1 Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator. <u>1.3 Health and Safety</u> 1.3.1 When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated

		communal areas. <u>1.4 Repairs, maintenance and planned improvements</u> 1.4.1 Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible. <u>1.5 Adaptations</u> 1.5.1 Registered providers must assist tenants seeking housing adaptations to access appropriate services
	Transparency, Influence and Accountability Standard	Registered providers must communicate with tenants and supply information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account. <u>1.1 Fairness and respect</u> 1.1.1 Registered providers must treat tenants and prospective tenants with fairness and respect. <u>1.2 Diverse needs</u> 1.2.1 In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants. <u>1.3 Engagement with tenants</u> 1.3.1 Registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered. <u>1.4 Information about landlord services</u> 1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account. <u>1.5 Performance information</u> 1.5.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.
4	Linked policies/strategies	
		Stockport Homes' Property Condition Standard Vulnerability Policy

5	Equality, diversity and inclusion	Describe how different experiences, characteristics, and approaches were considered during the formulation of the policy, e.g. neurodiversity, age, religion, sex/gender, financial/digital inclusion.
		The policy allows a variety of options for customers to report repairs, such as telephone, email and in-person. Adjustments to service delivery will be made when required, e.g. flexible appointment times.
6	Customer/Colleague Voice	Describe how the customer and/or colleague voice shapes and influences the policy and services
		The Customer Aspire Panel were consulted on this policy at their meeting on 15 January 2025. At the meeting there was an activity to gather their views on the new policy format and content. The feedback was very positive, and the panel made several suggestions for improvement which were acted upon. SHG continuously captures customer voice through a wide range of channels as described in the Customer Voice and Influence Strategy, e.g. TSMS, complaints analysis. Additional recent customer engagement activity around the Responsive Repair service includes: In April 2024, the Customer Scrutiny Panel (CSP) reported the results of its review of the Responsive Repairs Service that included a digital survey of customers experience of repairs (761 responses) and made recommendations to SHG for improvements. In the same year, building on the CSP Review, SHG carried out a full Responsive Repairs Service Review with the aim of identifying actions to improve the service for customers. Six customer focus groups were held as part of the Service Review and 740 customers responded to surveys about repairs standards. Actions identified as part of the CSP and Service Review continue to be implemented. Improvements to service will be reflected in the Home Repairs Policy and recorded in the Internal Controls. Customer consultation as part of SHG Service Reviews or Customer Scrutiny Panel Reviews. Reviews that result in Service Improvement Action Plans. Local Customer Walk and Talks and Housing Surgeries facilitated by SHG to bring together local residents, SHG colleagues (patch officers/caretakers).

7	Risk management	This policy helps to mitigate the following risks identified on the Corporate Risk Register
	Corporate Risk 1	Stockport Homes is not adequately prepared for a proactive inspection of the Consumer Standards by the Regulator of Social Housing
	Corporate Risk 2	Stockport Homes does not maintain a strong, positive reputation where stakeholders have trust and confidence in SHG
	Corporate Risk 6	Stockport Homes does not deliver excellent customer services in the way that customers require them
	Corporate Risk 7	Stockport Homes does not respond to and learn from complaints effectively and does not listen to the customer voice
	Corporate Risk 8	Stockport Homes' performance in relation to Tenant Satisfaction Measures (TSMs) is not in line with Stockport Homes' ambitions
	Corporate Risk 16	Health and safety obligations to colleagues across Stockport Homes aren't fulfilled
	Corporate Risk 20	Health and safety obligations to customers aren't fulfilled, including gas safety, electrical safety, fire safety, legionella, lift safety, asbestos and carbon monoxide

8	Performance monitoring	Please list the relevant government TSMs (Tenant Satisfaction Measures)
		TSM Satisfaction: TP01 - Overall satisfaction. TP02 - Satisfaction with repairs. TP03 - Satisfaction with time taken to complete most recent repair. TP04 - Proportion of respondents who report that they are satisfied that their home is well maintained TP05 - Proportion of respondents who report that they are satisfied that their home is safe. TP06 - Satisfaction that the landlord listens to tenant views and acts upon them. TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them. TP08 - Proportion of respondents who report that they agree their landlord treats them fairly and with respect TP10 - Proportion of residents with communal area who report that they are satisfied that their landlord keeps communal areas clean and well maintained TSM Management Information: RP01 - Percentage of homes that do not meet the Decent Homes Standard.

		RP02b - Percentage of non-emergency responsive repairs completed within the landlord's target timescale. RP02a - Percentage of emergency responsive repairs completed within the landlord's target timescale.
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