

Responsive Repairs Policy

1. We want Guinness homes to be places that are safe and secure, warm, and dry, and where everything works. Places where our residents are proud to live.
2. Carrying out repairs is one of the most important services we deliver to our residents. This policy sets out our commitment to deliver an efficient and effective responsive repairs service that meets the needs of our residents and enables us to fulfil our statutory, regulatory, and contractual obligations.
3. Responsive repairs are repairs that arise to parts of the property or communal areas that Guinness is responsible for repairing. These repairs are not part of the planned or improvements works, but are carried out in response to issues as they occur.
4. This policy applies to everyone who rents, leases, or licenses a property from us and is written with our residents at the forefront of our thinking. In the policy we refer to tenants, residents, and homeowners. “Tenant” is used when the matter applies to people who rent or license their home from us. “Homeowner” is used when the matter applies to people who own their home outright, are leaseholders, or have bought their home through a shared ownership scheme. “Resident” is used when the matter applies to both tenants and homeowners. Our repairing obligations vary between these different occupancy arrangements, and this is reflected in the Policy.
5. The policy does not cover repairs to commercial premises, or to works beyond the boundary of an individual home or block (i.e. it does not cover estate maintenance e.g. cleaning and gardening). Definitions are set out in Appendix 1.
6. We have separate policies on:
 - Damp and Mould
 - Disrepair Claims
 - Reasonable Adjustments, and
 - Recharges.

The Guinness Policy

7. Our policy is that we will:
 - Comply with our legal, regulatory, and contractual (including tenancy and lease) responsibilities and obligations. This includes meeting the requirements in the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (known as “Awaab’s Law”)
 - Provide a responsive repairs service that is accessible and takes account of the individual needs of residents. This includes offering tenants choice in booking appointments for specific types of repairs
 - Ensure residents are informed about their repair responsibilities, as well as ours, by providing clear guidance at the start of the tenancy and regularly updating them throughout, while also supporting residents to meet their responsibilities where applicable
 - Deliver an effective, efficient, and timely service to our residents that provides value for money. This includes aiming to complete repairs right first time
 - Communicate clearly and consistently with residents about the delivery of our responsive repairs service, offering a range of accessible methods for reporting repairs - including online booking, live chat and webform on our website and telephone support. We will also ensure residents are promptly notified of any delays to repair appointments via text message or phone call
 - Engage with residents to continually improve our responsive repairs service
 - To comply with Awaab’s Law, we will investigate potential Emergency Hazards and make the property safe within 24 hours of becoming aware of the potential Hazard (and comply with associated reporting and communication requirements as set out in detail below)
 - Complete other repairs to the timescales set out in the detail below, having considered the individual needs of residents.

Background

8. Our repairs service is primarily delivered by our in-house tradespeople. We additionally use contractors and sub-contractors, especially where specialist skills are required. We prioritise repairs into the categories outlined below and allocate the work to the relevant tradesperson or contractor.
9. Where we find recurring issues at a property, we will undertake a full inspection to try and find the cause and we will explore all reasonable options for remedying it.
10. We are committed to working with our residents to achieve improvements in service delivery and performance, including by seeking feedback and responding effectively to complaints.
11. Our obligations are set out in various laws and regulations. The key piece of legislation is the [Landlord and Tenant Act 1985, Section 11](#) which lists landlord repairing obligations. Appendix 2 sets out these responsibilities.

Other relevant and more recent laws and regulations to which we must comply include the following. This list is not intended to be exhaustive:

- [Housing Health and Safety Rating System \(England\) Regulations 2005](#). This is a risk-based evaluation tool to risk assess and categorise hazards which may be present in housing.
 - [Homes \(Fitness for Human Habitation\) Act 2018](#). This requires us to ensure that our homes are safe, healthy, and free from the things that could cause serious harm.
 - [Fire Safety Act 2021](#). This requires that responsible persons for multi occupied residential dwellings must manage and reduce the risk of fire for the structure and external wall of the building including cladding, balconies, windows, and entrance doors to individual flats that open into common parts.
 - [Building Safety Act 2022](#). This includes a requirement for landlords to take prompt action to remedy specific repairs required to reduce risk.
 - [Social Housing \(Regulation\) Act 2023](#). Amongst other things, this introduced provision for improving the standards that social landlords are required to work to, including in order to remedy hazards in housing.
 - [Safety and Quality Standard 2024](#) (Regulator of Social Housing) This sets out the standards for repairs, maintenance, planned improvements and stock condition. It includes achieving the [Decent Homes Standard](#).
 - [The Hazards in Social Housing \(Prescribed Requirements\) \(England\) Regulations 2025](#). Sets statutory duties for landlords to investigate and resolve significant or emergency hazards, including damp and mould, within defined timeframes.
12. The policy supports the delivery of the following strategic objectives:
 - Maintaining and improving the quality and safety of our homes
 - Delivering a good repairs service that is reliable, timely and effective
 - Meeting our legal and regulatory requirements.

Further detail

A. Repair responsibilities

13. If something needs to be repaired in the home, we want residents to be clear about whose responsibility it is to put it right. General information about who is responsible for what is set out below.

Guinness's repairing responsibilities

14. As a landlord and freeholder, Guinness is responsible for repairing the external fabric of our properties such as roofs, walls, and windows; fixtures and fittings; communal services within communal areas, and the internal and external communal areas around a block that we are responsible for. Where we are responsible for doing so, we will keep our homes insured against risk of typical losses such as fire and flood.
15. Some Guinness homes are located in buildings which are owned and managed by third parties. This means that, in some cases, Guinness may not be responsible for delivering certain services (such as communal repairs). Instead, we must refer any relevant repair requests from our residents to whoever is responsible for that building, and we will not always be able to control the timescale or the outcome.
16. For our leaseholders, in addition to the external fabric of the building and communal repairs, Guinness is also responsible for repairing any additional items set out in the lease, transfer deed and any relevant legislation.

Tenants' repairing responsibilities

17. Tenants are required to:
 - Undertake minor repairs and keep the property in a clean and tidy condition, taking care to avoid damage to Guinness-owned fixtures and fittings provided for their use (e.g. internal doors). This includes taking reasonable steps to prevent avoidable damage beyond normal wear and tear.
 - Promptly report any repairs needed in their home or communal areas (including defects in new homes) as soon as they become aware of them. Failure to do so may be considered a breach of tenancy, particularly where delays contribute to the severity or cost of the repair. Timely reporting helps prevent minor issues from escalating into major repairs, reducing inconvenience to residents and costs to Guinness.
 - Tell us if the repair gets significantly worse after they have reported it to us, as we may need to complete the repair sooner.
18. Tenants are responsible for:
 - Minor, small-scale repairs such as filling small plaster cracks, and replacing toilet seats and cover.
 - Repairs to fixtures and fittings they have installed themselves. Fixtures are items permanently attached to the property, such as curtain rails, light fittings or decking. Fittings are non-fixed items like a cooker or refrigerator. These remain the tenant's responsibility unless otherwise agreed in the tenancy.
 - Gifted items. Guinness is not responsible for repairing or replacing gifted items. These are appliances or furnishings provided for use during the tenancy on a non-repairable basis. These include washing machines, fridge-freezers, cookers, sofas, fixed wardrobes and cabinets, carpets, blinds/curtains, garden sheds and any other items that are not a standard fitting.
 - Repairs to tenant-made alterations. Tenants are responsible for maintaining and repairing any alterations they have made to the property. Before making any alterations, tenants must seek written permission from Guinness. An alteration includes the removal, replacement, or addition of fixtures, fittings, or components within the property or its boundary. Any replacement must be of equal or better quality than the original. Examples include changes to Guinness's original fixtures or fittings, external additions like sheds, repainting or laying hard flooring. These remain the tenant's responsibility unless otherwise agreed in writing.

- Repairing and replacing fences that divide two Guinness homes unless stated otherwise in the specific tenancy agreement. There is more about this in our [Estate and Neighbourhood Management Policy](#).
- Internal decoration
- Repairs to any item not listed as a landlord responsibility in Section 11 of the Landlord and Tenant Act 1985, the tenancy agreement, or Guinness's repair standards and policies. Note that Guinness may take responsibility for certain repairs not explicitly covered by legislation or tenancy terms, as outlined above and in other relevant policy documents.

Homeowners' repairing responsibility

19. Homeowners are usually responsible, at their own expense, for the repair and maintenance of the property conveyed to them in their lease or transfer deed. The lease or transfer deed will define their areas of responsibility, which can vary depending on the type of property and the version of lease used. Due to the degree to which repairing responsibilities can differ from one lease or deed to another, homeowners should always refer to their lease or transfer deed, and the information provided by their solicitor at the time of purchase.
20. Sometimes the lease or transfer deed will make a homeowner responsible for repairing items outside of the immediate boundary of their home. Examples include pipework and conduits that are exclusive to their homes but run through other parts of the building. In these situations, the lease or transfer deed will set out the homeowner's rights of access to those other parts of the building so that they can meet their repairing responsibilities.

Contents insurance

21. All residents are advised to take out contents insurance to insure their personal belongings against damage or loss. Guinness is not responsible for the repair or replacement cost of personal items damaged in the home unless this is as a result of any action by Guinness. For more information see our Compensation Policy.

B. Reporting repairs

How to report repairs

22. We want to make it as easy as possible for all our residents to report a repair. Residents are able to report repairs in a number of different ways.

a) Non-emergency repairs

Residents may report repairs by:

- Using their "MyGuinness" account on the Guinness website. This includes completing the webform or using the online booking tool. The account also provides a clear record of the repair having been reported. Residents may also use this to reschedule and cancel repairs needed within their homes.
- Telephoning 0303 123 1890. This is available Monday to Friday from 8am - 8pm, with an out of hours service available for emergencies;
- Using our text relay service for residents with hearing or speech difficulties. Text 18001 0303 123 1890; or by
- Telling a member of staff.

b) Potential emergency hazards

Residents can report a potential emergency hazard (other than in relation to gas heating and hot water, for which see below) by telephone or text relay using the telephone numbers above. Our service is available 24 hours a day, 7 days a week. Residents should do what they reasonably can to protect their

belongings until the repair is made safe – for example moving personal items away from leaks and, where safe to do so, turning off the water supply at the stop tap.

c) Gas heating and hot water repairs

Residents who have a gas boiler and need a heating or hot water repair (including potential emergency hazards) can contact specialist contractors directly:

- Residents in the South East should call Sureserve Compliance South (formerly K&T Heating) on 0208 269 4502
- Residents at Iveagh House or Loughborough Park, SW9 (all blocks) should call KCS on 0203 576 0160
- Residents in the North and South West should call Sureserve Compliance North West (formerly Sure Maintenance) on 0800 093 2220
- For communal repairs in the South West, residents should call Robert Heath Heating on 0203 764 3001.

23. If residents can't report a repair themselves, then a member of staff can report the repair for them. Alternatively, residents can arrange for a trusted person to become an authorised contact to report repairs and act on their behalf. We will only discuss the repair with the authorised contact. We will not discuss anything else concerning their tenancy or lease. We will do so in accordance with Data Protection legislation.
24. All resident and third party contact will be captured, so we have an accurate record of what is reported and when. Records will be kept in accordance with Data Protection legislation.

Information we need from residents when reporting a repair

25. We want to be able to complete repairs the first time we send a tradesperson to the resident's home, so that residents are not inconvenienced by multiple visits. To help us achieve this, we will ask residents to provide the best possible information when they make their report. If residents are unsure about the information to provide, they should report the repair by telephone, and staff will ask the relevant questions. To ensure we accurately diagnose and triage the repair, we may ask to connect remotely via live video, where this is available.

C. Repair categories and target completion times

26. The table below details the timescales we aim to achieve when completing repairs for which we are responsible. It applies to our homes and our communal areas. Categorising repairs in this way helps us to provide residents with an efficient, cost-effective and reasonably timely repairs service. Repairs assessed as "emergency hazards" under Awaab's Law will follow the statutory timeframes for investigation and completion.

Type of responsive repair	Responsive repairs sub - categories	Further details	The repair completion timescale we aim to achieve
Repairs as a result of emergency hazards	Emergency	An emergency hazard is one that poses an imminent and significant risk of harm to the resident or any household members' health and safety if not addressed quickly.	Investigate and make the property safe within 24 hours

Responsive repairs	Fast-track	This priority applies when a reported issue does not meet emergency criteria but requires a faster response than routine repairs.	5 working days
	Routine	Responsive repairs that do not fall into any of the other repair categories.	20 working days
	Major repairs	Large scale or complex repairs, that involve more in-depth works, e.g. extensive roofworks.	60 working days
	Tenant request appointments	This category applies to routine repairs when the tenant tells us they would like an appointment later than the routine repair timescale.	60 working days

Section 20 consultations

27. If a repair is to be funded by monies collected through variable service charge payments then, depending on the cost of that repair, it may be necessary for Guinness to undertake a formal consultation process before a repair solution can be procured. This consultation would be in accordance with Section 20 of the Landlord & Tenant Act 1985 (and as amended by Section 151 of the Commonhold & Leasehold Reform Act 2002). This will overrule the responsive repair timescales in the table above.

New-build homes for sale

28. Guinness is responsible for arranging for defects to newly built homes to be repaired where the responsibility for completing the works lies with us, as the developer. The timescales for repairing defects in new-build homes are set in the individual contract and may differ from the timescales outlined above. However, all emergencies will have a 24-hour make safe timescale. Some defects may be complex and difficult to resolve. Where this is the case, it may take some time to resolve it. We will keep residents informed if this is the case. If there are a number of defects concerning a single component the developer's defect liability period may be extended.

D. Dealing with emergency hazards

This section details how we will deal with emergency hazards in compliance with the requirements under Awaab's Law. It applies to tenants and licencees (but not to leaseholders, including Shared Owners).

How we will determine whether a hazard is an emergency

29. We may become aware of a potential emergency hazard as a result of a report from a tenant/licencee. We may also become aware by other means, including as a result of a routine visit, third party, or as a result of carrying out an investigation into a different or related hazard under Awaab's Law. Where we receive a report from a third party, the timeframes set out below will begin from the date of that notification.
30. In determining whether a hazard is an emergency hazard, factors we will consider include:
- The nature and severity of the issue
 - The location of the issue within the property

- Whether the issue could cause immediate harm to a resident or any household member, regardless of vulnerability
- The resident's individual circumstances, including age, physical and mental health, and any other relevant vulnerabilities
- Seasonal or environmental factors that may increase the risk
- Any other information we hold or receive about the resident, their household members, or the property.

31. We will not make assumptions about the causes of hazards. All reports will be thoroughly investigated.
32. If, following an investigation, we find there is no emergency hazard, whilst there are no further requirements under Awaab's Law, if repairs are identified, they will be categorised as a responsive repair and completed in accordance with the timescales as set out in paragraph 26.

Timescales for investigation and completion of works

33. We will investigate a potential emergency hazard in-person and complete all relevant safety works and make the home safe **within 24 hours** of becoming aware of it. This is an "emergency investigation" under Awaab's Law.
34. If it is not possible to complete the works **within 24 hours**, we will arrange suitable alternative accommodation for the resident and their household, at our expense, until the hazard is resolved (Please refer to the section below: "Providing suitable alternative accommodation").
35. Where any supplementary preventative works are needed to prevent the hazard recurring, these will begin **within 5 working days** of the investigation concluding. If steps cannot be taken to begin work **within 5 working days** (as might be the case if complex surveys are needed, or structural works), it will be done as soon as possible, and work will physically start **within 12 weeks**.
36. The timescales set out above are the maximum statutory timescales. We will act sooner where circumstances require.
37. Where a hazard is caused by a structural issue, we will take appropriate action to address the root cause.

Providing written summaries to residents

38. Following the conclusion of an emergency investigation we will send a written summary of findings to the resident **within 3 working days** after the conclusion of the investigation. Where there have been multiple investigations for one issue, we will usually issue a written summary after each investigation.
39. We will not provide a written summary if we've completed all the necessary work to fix an emergency hazard within the 3 working day period. In such cases, we will inform the resident that the works have been completed. However, if relevant safety works have been completed but supplementary works are still needed to address underlying issues, a written summary will be issued.
40. The written summary will include the following information:
 - Confirmation of whether the investigation identified an emergency hazard
 - A clear description of the nature of the hazard, if applicable
 - Where action is required, the summary will specify the actions to be undertaken and outline the expected timeframe for both commencement and completion
 - Where no action is required, the summary will confirm that no remedial steps are necessary and provide a clear explanation supporting this determination
 - Details on how to contact us for further information or support.

41. 'Action' includes any follow-up investigations, relevant safety works, supplementary preventative works, and provision of suitable alternative accommodation where safety works cannot be completed within required timeframes.
42. The written summary will be sent to residents by email. If email is not available, or the resident has letter as a preferred method of contact, the summary will be sent by first-class post.
43. We will use relevant data, including any accessibility or language requirements, to ensure the summary is clear and understandable. Written summaries will be available in alternative and accessible formats, in line with our Reasonable Adjustments Policy.
44. Where appropriate, we may include involved third parties in correspondence, such as caregivers, resident support groups, or charities, where they are acting on the resident's behalf and with the resident's consent.
45. After we have issued a written summary, we will keep residents informed about the timing and progress of required works until they are completed. Updates will be provided in a timely, clear, and empathetic manner, and may include:
 - Confirmation of scheduled appointments
 - Notification of any changes to timeframes or delays
 - Progress updates on safety or remedial works
 - Information about supplementary or follow-up actions.
46. We will provide residents with information about how to stay safe while repairs are underway, where appropriate.

Providing suitable alternative accommodation

47. We will provide suitable alternative accommodation at our expense, and in accordance with our Decant Policy, if we are unable to complete relevant safety works within 24 hours.
48. This provision will apply to all household members, including children who stay overnight at the property at least once a week, in accordance with the tenancy agreement.
49. We will assess the suitability of alternative accommodation based on the specific needs of the household, including ensuring:
 - Adequate space for the tenants, including appropriate number of bedrooms given the household make up
 - Location of the property, considering distance from tenants' workplaces or schools
 - Disability or medical needs are considered to ensure accommodation is accessible for tenants with mobility issues
 - How any pets will be accommodated
 - The expected length of stay in alternative accommodation, for example, a hotel may be suitable for short-term stays, while longer-term arrangements may require a self-contained property.
50. Suitable accommodation may include vacant social housing, private rented homes, or hotels/B&Bs, depending on availability and the needs of the household. The expected length of stay will be a consideration (what is suitable for a few nights may not be suitable for a period of weeks).
51. If a resident declines the offer of suitable alternative accommodation, they may choose to:
 - Stay with family or friends, or
 - Remain in their home while safety works are carried out.
52. In such cases, we will:
 - Provide clear written information about the risks of remaining in the property

- Advise on any mitigation actions that may reduce risk (e.g. using a dehumidifier or avoiding certain areas of the home)
- Let the resident know if no mitigation is possible.

53. Once alternative accommodation is provided, we will:

- Seek to minimise the time residents spend away from their home by completing safety works as soon as reasonably practicable
- Keep residents regularly updated, at least weekly, on progress and expected return dates, including reasons for any delays
- Agree and reimburse reasonable costs, such as transport, food, or time off work, where appropriate, and in line with our Compensation Policy.

54. We will continue to provide alternative accommodation until:

- The relevant safety works are completed and the property is safe to return to, or
- A subsequent investigation concludes that no emergency hazard exists, or no safety works are required, or
- We are unable to lawfully carry out the works due to lack of necessary consents, or
- The resident notifies us in writing that they no longer wish to be provided with alternative accommodation.

55. If a resident initially refuses alternative accommodation but later changes their mind, or if there is a material change in circumstances, we will consider offering suitable accommodation again, in line with our wider responsibilities and duty of care.

Completion of work

56. As part of the post-repair quality control check, all emergency hazard repairs will be reviewed to ensure the works have been completed to the required standard, are satisfactory, and do not pose any ongoing risk to the health or safety of the resident or household members. The outcome will be recorded as part of the case closure process.

Superior landlords and managing agents

57. Some of our homes are located within buildings owned and managed by a Superior Landlord or their appointed Managing Agent. In these cases, Guinness may not have direct authority to carry out investigations or repairs to the building's structure or communal areas without the Superior Landlord's consent, as defined by the terms of our lease.

58. While we do not control the timescales or decisions of Superior Landlords or Managing Agents, we remain responsible for ensuring our residents are not exposed to health hazards, including damp and mould. We will take all reasonable steps to escalate issues, advocate for timely action, and keep residents informed throughout the process. Where the Superior Landlord is also a Registered Provider of social housing, we will use reasonable endeavours to make them aware of the potential hazard and statutory timeframes they must comply with under Awaab's Law.

E. Delivering the responsive repairs service

This section covers our approach to delivering responsive repairs that are not emergency hazards.

The repairs appointment

59. We will seek to offer residents a reasonable choice when making a repairs appointment. We will balance this approach with the need to schedule our resources efficiently. If we need to change an appointment, we will contact the resident as far in advance as possible.

Standard responsive repairs (i.e. all non-emergencies) are offered in appointment slots:

AM: 08:00 – 12:00 Monday to Friday

PM: 13:00 – 17:00 Monday to Friday

To ensure the repairs service is as flexible as possible for all our residents, we will endeavour to accommodate first or last appointments of the day and avoid the school run, if practicable.

60. We will contact residents prior to the appointment. Residents must clear their personal belongings from the area requiring repair to prevent any damage to them. Residents are required to be at home for the appointed time. Residents must not leave children under 18 unattended when a tradesperson attends. If this occurs, the tradesperson is required to leave the property without undertaking the repair.

Access

61. Our tenancy agreements require residents to allow us, or our contractors access to their home to carry out inspections, investigations, and necessary works. We will give tenants at least 24 hours' notice to gain access, unless it is an emergency. For leaseholders, whilst not something stipulated in leases, our practice is to give at least 5 working days notice.
62. We will always aim to agree a suitable appointment time with the resident. However, if we are unable to gain access and the safety of the resident(s) or the integrity of the property is at risk, we will take appropriate and proportionate action to secure access. This may include:
- Making multiple attempts at various times of the day to contact the resident and using different routes if one fails (e.g. phone calls, emails or letters)
 - Making best efforts to engage with tenants and provide information on why access is needed and what they can expect, in a way that meets their needs
 - Taking into account any issues or barriers to allowing access and working with the resident to overcome them
 - Leaving the resident with a notice, where we are unable to gain access to the property, stating that an attempt was made and providing
 - Providing clear information about the importance and urgency of the works
 - Offering support where access issues may be linked to vulnerability or other barriers.
63. If access is not provided after multiple attempts, we will cancel the repair unless it is an emergency.
64. If the repair is in relation to an emergency hazard and we are unable to obtain access by the resident, despite reasonable attempts to do so, we may take legal action to obtain access, including injunctive action. If we are required to gain access this way, we may take action for breach of tenancy or lease and seek to recover our costs.
65. We may decide to recharge where the resident has failed repeatedly, and without good reason, to keep to an agreed appointment or allow access.
66. Our approach to gain access will always be guided by the principles of respect, empathy, and resident safety, and we will work with residents to resolve access issues wherever possible.

The repair

67. The tradesperson will complete the repair and aim to minimise any impact on existing decoration. Where the existing decoration is unavoidably affected, we will either offer decorating vouchers or redecorate the damaged area (not the entire room), using a reasonable match to the existing finish. In some cases such as where a resident is unable to redecorate and has no one to assist we may redecorate a larger area to ensure the home is returned to a satisfactory condition. We will offer the option best suited to meet individual needs. Any decision to redecorate beyond the affected area will

follow clear, consistent criteria to ensure fairness and avoid discrimination, in line with our equality duties.

68. We will treat residents' homes with respect and do what we can to minimise noise and disruption.
69. The tradesperson will clear up any mess they have made and explain how to operate the controls of any new fixture or fitting that has been installed.
70. Where we are unable to complete the repair at the first visit, (for example further work is needed), we will communicate this clearly with the resident. We will explain why the work cannot be completed, what we intend to do and what should happen next. Before leaving the property, the tradesperson will arrange for the outstanding work to be completed at a time to suit the tenant. We will confirm the appointment by text, monitor that the follow-on work is completed within a reasonable time, and keep the tenant informed if there are any delays.

Quality of repair

71. We aim to achieve a good quality of repair, taking the age, character, location, and prospective life of the property into account. We also take value for money and the timing of future planned works into consideration. This means that there are situations where we might repair a component such as a kitchen or a bathroom fixture, and situations where we might replace a component. We will generally repair rather than replace, unless to do so would be ineffective, the component is near the end of its lifespan, or a replacement is more cost effective.
72. If a replacement is required to a matched item, such as a wall tile or kitchen unit door, we will do our best to find a replacement to match the existing. However, we cannot guarantee that we will be able to achieve this on every occasion, and so we may need to fit a close match instead.

Safety standards

73. We have a legal duty to take reasonable care to ensure that residents are safe from personal injury. We are also required to take reasonable steps to prevent further damage to their home resulting from a defect or outstanding repair.
74. We will meet all applicable statutory requirements that ensure the health and safety of residents and occupants of our homes. This includes compliance with the Health and Safety at Work etc. Act 1974, as well as the Regulator of Social Housing's Safety and Quality Standard and other relevant housing legislation.

Staff, contractor and resident behaviour

75. Our staff and contractors are required to abide by codes of conduct in all their dealings with residents. In doing so, we should treat residents with respect at all times.
76. We will monitor how our contractors behave in our residents' homes. In return, we expect our residents to treat Guinness staff and contractors with respect at all times (see Appendix 4 for more information).

Right to Repair

77. We will operate the [Right to Repair](#) scheme for qualifying Secure tenants as set out in the relevant tenancy agreements. Where the correct process is followed, we will pay compensation as set out in our Compensation Policy.

Providing suitable alternative accommodation

78. In addition to the legal requirements relating to Awaab's Law, detailed above, we will offer suitable alternative accommodation to tenants when major repairs, maintenance or improvements are required to the property which cannot be done safely or effectively while a tenant is living in the property. This is explained in our [Decant Policy](#).

Complaints

79. When residents complain about the repairs service including repair or maintenance work which has been undertaken, we aim to resolve the complaint by taking quick and effective action to put things right. Further details are available in our [Complaints Policy](#).

Information, communication and engagement

80. We will provide information and communicate with residents in a timely manner when we plan to do any repair work. This will include:
- Advising residents about the nature of the work and the timescales we are working to
 - Keeping residents informed about next steps in the works process, and any changes to the works or timescales we are working to
 - Keeping residents informed in a number of different ways, taking their communication preferences into account where they are known to us.

Continuous improvement and monitoring

81. We will keep detailed records of all repairs work carried out at each property we own or manage. To make sure repairs are completed properly and in line with our policy, we may carry out post-inspections and other checks. This also helps us manage our budgets and spending effectively.
82. We will seek to continuously improve our service through, for instance investment in new technology.
83. We will give residents the opportunity to engage with us to help us identify areas for improvement.
84. We will regularly track our performance using key indicators, including customer satisfaction with repairs, how quickly repairs are completed, and whether homes meet safety and quality standards. We will set annual targets for these measures and publish our performance on our website so residents can see how we're doing.

Training and competency

85. We will make sure that all Guinness staff involved in delivering our responsive repairs service, as well as any contractors or subcontractors working for us, are properly trained and qualified to the right standards. Any training completed by Guinness staff will be formally recorded.

F. Meeting the needs of residents

86. We will treat all our residents with dignity and respect at all times when delivering our repairs service and take action to deliver fair and equitable outcomes.
87. We will maximise accessibility by providing a range of methods to report a repair. Where the information is made known to us, we will communicate with residents by their preferred or required method e.g. by email only or by using a translation and interpretation service.
88. We will review our records of those residents who have a requirement for an adjustment to be made to the service and liaise with the resident about the repair to ensure their adjustment needs are taken into account in undertaking the repair. We will do this so that works undertaken achieve equitable outcomes.

89. Our commitment to making “reasonable adjustments” for people with disabilities is set out in our [Reasonable Adjustments Policy](#). We will make reasonable adjustments, such as communicate in writing only or modifying the works specification, to take a disability into account. A reasonable adjustment could also include arranging for an advocate to support a tenant with a disability where tenant choices are required.
90. We will adjust our operational practice where it is appropriate to do so if a tenant (including a member of their household) has personal circumstances which mean that it would be inappropriate for us to deliver our responsive repairs service in our usual way. We may, for instance, choose to undertake a repair differently, extend the scope of works to be carried out, or accelerate the timescale we normally apply.
91. We will record reasonable and any other adjustments which have been agreed with the tenant on our systems. All information held will be kept in accordance with Data Protection legislation and will only be used to help us deliver Guinness services appropriately to those tenants. This information will be shared with contractors working on our behalf where appropriate, and we will ensure that they are also compliant with the legislation.
92. We recognise that some residents may be vulnerable due to age, disability, mental health, domestic abuse, or other personal circumstances. Where vulnerability is identified - either through our records, staff observations, or resident disclosure - we will undertake a risk assessment to ensure our repairs service is delivered safely and appropriately. This may include prioritising the repair, modifying how works are carried out, or involving support services. We will train our staff and contractors to identify and respond to vulnerability, and ensure that relevant information is recorded and used to guide service delivery.

Period of review

93. Our review programme is driven by service improvement initiatives, changes to legislation and regulation, evolving good practice, and feedback from customers and other key stakeholders. While we normally review policies every three years, in this case we will undertake additional reviews in response to the phased implementation of Awaab’s Law.

Key legal and regulatory references

- Defective Premises Act 1972
- Housing Act 1985, 1988, 1996, 1998, 2004
- Landlord and Tenant Act 1985
- Environmental Protection Act 1990
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Leasehold Reform, Housing & Urban Development Act 1993
- Gas Safety (installations and use) Regulations 1998
- Commonhold and Leasehold Reform Act 2002
- The Housing Health and Safety Rating System (England) Regulations 2005
- Decent Homes Standard updated 2006
- Equality Act 2010
- Modern Slavery Act 2015
- Homes (Fitness for Human Habitation) Act 2018
- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
- Fire Safety Act 2021
- Pre-Action Protocol for Housing Conditions Claims (England) updated August 2021
- Building Safety Act 2022
- Social Housing (Regulation) Act 2023
- Consumer Standards Code of Practice 2024

- Safety and Quality Standard 2024
- Transparency, Influence and Accountability Standard 2024.
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025

Related policies

- Asbestos Policy
- Aids and Adaptations Policy
- Compensation Policy
- Complaints Policy
- Construction Design & Management Policy
- Customer Safeguarding Policy
- Damp and Mould Policy
- Data Protection Policy
- Decant Policy
- Diversity & Inclusion Policy
- Documents & Records Management Policy
- Electrical Safety Policy
- Estate and Neighbourhood Management Policy
- Fire Safety Policy
- Gas Management Policy
- Health & Safety Policy
- Reasonable Adjustments Policy
- Recharge Policy
- Resident Consultation and Engagement Policy
- Water Safety Policy.

Version number		2.0	
Policy approved by		The Guinness Partnership Board	
Policy approval date		22 October 2025	
Policy effective from		27 October 2025	
Policy review date		October 2026	
Equality analysis approval date		22 October 2025	
Policy author		Zillur Rahman, Housing Policy Manager	
Lead Director		Scott Morrison, Group Director of Customer Contact and Repairs	
Policy owner		Scott Morrison, Group Director of Customer Contact and Repairs	
Version history			
Version number	Review trigger	Date of approval	Brief description of the main changes
1.0	This is the first version of the policy	November 2019	This is the first version of the policy
1.1	Approval of Damp and Mould Policy	May 2022	Removal of the section in the Responsive Repairs Policy relating to mould as this topic is now covered in a separate policy.

			Update to “related policies” including listing the Damp and Mould Policy
2.0	Cyclical review alongside a review of the policy ahead of Awaab’s Law coming into force from 27 th October 2025	22 October 2025	Updates to the policy following a cyclical review along with coverage of our approach to dealing with emergency hazards in accordance with Awaab’s Law

Appendix 1: Definitions

Term	Description
Awaab's Law	Refers to the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025. It sets statutory duties for landlords to investigate and resolve significant or emergency hazards within defined timeframes. The primary legislation for Awaab's Law was introduced through Section 42 of the Social Housing (Regulation) Act 2023
Component	A component, in the context of housing repairs, refers to a significant part of the property that the landlord is responsible for under Section 11 of the Landlord and Tenant Act 1985. This includes key structural and service-related elements such as roofs, windows, kitchens, bathrooms, heating systems, plumbing, and electrical installations. It does not include smaller parts like washers or valves, which form part of a component but are not components themselves.
Emergency hazard	As defined by the Regulations: "A relevant hazard that poses presents an imminent and significant risk of harm to the health or safety of an occupier of the social home" This requires us to undertake relevant safety work within 24 hours of becoming aware of them.
Hazard	Any risk to health or safety arising from a deficiency in the home or nearby land/buildings, as defined under the Housing Health and Safety Rating System (HHSRS).

Appendix 2: Guinness Responsibility Repairs

The information listed below is based on the legal requirements from section 11, Landlord and Tenant Act 1985.

Guinness is required to keep in repair:

1. The external structure and exterior of the property and communal areas. This includes:

- The roof, chimneys, chimney stacks and flues (not including sweeping chimneys)
- Drains, gutters, and external pipes
- Outside doors and walls
- Windows, (including outside painting)
- Pathways, steps, or other means of access
- Garages and stores if included in the tenancy
- Guinness is responsible for maintaining fences that form the boundary between Guinness and non-Guinness owned land, or there is a main or busy road or some other danger on the other side of the fence, or a legal obligation (including the terms of the tenancy, lease, or licence) for us to maintain it.
- Faulty locks to windows or doors
- Common external entrances.

2. The internal structure of the property and communal areas. This includes:

- Internal walls, floors, skirting boards, and ceilings
- Internal doors, door frames and door hinges
- Skirting boards
- Common hallways and stairs
- Communal lifts and passageways
- Communal rubbish chutes and any other common parts.

3. The installations in the property and communal areas for the supply of water, gas and electricity and for sanitation and to keep them in proper working order. This includes:

- Basins, sinks, baths, flushing systems, toilets, and waste pipes, and
- Electric wiring including switches and sockets, gas pipes, water pipes and waste pipes
- Common systems including electric lighting.
- Guinness must also maintain additional items installed by Guinness such as smoke alarms, extractor fans, door-entry systems, CCTV and monitoring equipment, and burglar alarms.
- Guinness is required to conduct an annual gas safety check comprising an inspection of all gas appliances (where provided by Guinness, such as cookers), pipework flues and chimneys.
- Guinness is required to check any connecting flues unless they are solely connected to the tenant's appliance.

4. The installations in the property for space heating and heating hot water and to keep them in proper working order. This includes:

- Fitted fires and central heating installations.

Appendix 3: Examples of Emergency Hazards

An emergency hazard is one that poses an imminent and significant risk of harm to the resident or any household members' health or safety if not addressed quickly.

Examples include:

- Complete loss of power
- No cold water supply
- No heating or hot water during the winter
- A flood or leak that cannot be contained or creates a risk of electric shock
- Insecure doors or ground floor windows
- The only toilet in the property being broken
- Continuous noise from smoke and/or carbon monoxide alarms
- Exposed/damaged asbestos
- Anything else that may present a serious health safety or security risk.

Hazards arising from damp and mould are covered in our separate Damp and Mould Policy.

Appendix 4: Staff and Contractor Codes of Conduct and our Expectations of Residents**Staff code of conduct**

Guinness staff are required to maintain high standards of professionalism, fairness and courtesy in all their dealings with residents and other service users.

Contractors' code of conduct (where relevant to the repairs and maintenance service)

Contractors must:

1. Attend any pre-arranged appointments and confirm access arrangements as required. If the arrangements cannot be kept, Guinness must be advised of any changes to them.
2. Restrict operations to normal working hours whenever possible unless specifically requested by Guinness.
3. Be fully equipped and prepared to carry out the works in terms of staff and materials.
4. Carry identity cards that have been approved by Guinness and be prepared to show them on demand.
5. Be polite, considerate and well-mannered when dealing with Guinness colleagues and residents. Always wear a top.
6. Not use foul or abusive language. They should not involve themselves in any discussion which may be damaging to Guinness, residents, colleagues, other properties or other contractors. This includes making negative comments about Guinness, its employees and/or its residents.
7. Not harass or make discriminatory comments to residents or any Guinness colleagues. All dealings with all parties are to be undertaken with strict observance of the requirements of the Equality Act 2010 and Guinness' Diversity and Inclusion policy.
8. Not undertake any work for Guinness whilst under the influence of any drugs or alcohol, nor smoke in, or in close proximity to, customers' homes or any Guinness offices. Comply at all times with the Health and Safety at Work Act 1974, Guinness' Health and Safety policies and all other relevant regulations and legislation.
9. Not cause a nuisance to colleagues or residents or play stereos or other audio equipment while undertaking work for Guinness.
10. Obtain permission from the resident to use sinks, water, electricity, toilet or phone in a resident's home.
11. Take care to ensure the comfort, safety and security of colleagues and customers and adjoining properties. In particular, use dustsheets or protective coverings whenever dust, dirt, paint mortar or similar nuisance is likely to affect furniture, fixtures, fittings, decoration, floor coverings or surrounding properties or gardens.
12. Keep all work areas clean, tidy and free from obstruction. Remove rubbish at the end of the day and dispose of in a sustainable way. Do not fly tip or leave rubbish anywhere.
13. Obtain permission from Guinness before using hazardous substances. Contractors should also have agreed start times for any noisy plant equipment with Guinness residents and not work in the proximity of children with any sharp tools and toxic substances.
14. Give notice if it is necessary to disconnect services such as gas, electricity or water supplies and keep such interruption to a minimum.
15. Refer any complaint or dispute between themselves and residents to Guinness immediately. If they come across a potentially compromising or violent situation, they should leave the site immediately and contact Guinness colleagues. If concerned about a possible safeguarding issue, immediately inform Guinness colleagues.
16. Not offer any inducement to encourage the ordering of work.
17. Not undertake any private work for any Guinness customer or colleague outside of the contractual arrangement while the contract is in force.

Contractor responsibilities

All contractors and subcontractors working on behalf of Guinness must support compliance with Awaab's Law by:

- Reporting any hazards or potential hazards they observe during visits, even if unrelated to the task they were assigned
- Being aware of and adhering to the statutory timeframes for emergency and significant hazards
- Providing timely and accurate information to support written summaries required under Awaab's Law
- Flagging any safeguarding or health and safety concerns they become aware of while on site
- Ensuring that any works undertaken to address hazards do not introduce new risks (e.g. compromising fire safety while improving ventilation)

These responsibilities will be reflected in contractor agreements and monitored through our quality assurance processes.

Our expectations of residents

We ask our residents to:

- Provide Guinness and our contractors access to the property at the agreed appointment time – or change it as soon as possible if you do not expect to be at home at the agreed time
- Treat our staff and contractors with respect
- Check the contractor's identity card and if you have any concerns about the authenticity of the identity to call and confirm it with our customer service centre on 0303 123 1890
- Take children with you if you have to go out whilst the contractor is in the property
- Refrain from smoking inside while the contractor is in the property.