

Responsive Repairs Policy

1.0 Policy statement

- 1.1 This policy outlines the service standards that Stonewater customers can expect to receive in relation to the delivery of our responsive repairs services, for those customers living in their general or affordable rented homes.
- 1.2 The policy details the manner in which both Stonewater and our supply chain partners are committed to delivering these services and the communication channels that are available for customers to learn more about our responsive repairs services, request these services and be updated as to when these services will be delivered.
- 1.3 The policy also references customer responsibilities, leasehold repair responsibilities, access expectations and Stonewater's approach to rechargeable repairs.

2.0 Policy scope and objectives

- 2.1 For our customers who are living in their Stonewater homes, a quality and timely responsive repairs service is essential; giving our customers the confidence that we will maintain their homes and ensure they have a safe, secure and warm home in which to live.
- 2.2 This policy is intended to outline Stonewater's policy objectives in order to achieve this commitment.
- 2.3 These objectives include:
 - Delivering all emergency repairs, i.e. those which pose a threat to the safety of our customers, their homes or their communities, within a maximum of 24 hours from receiving the customer's notification. Although should a repair pose heightened risk to the safety of a customer, their Neighbour's or their home we will endeavour to make this attendance timescale as fast as possible. All repairs required within the categorisation under the Housing, Health and Safety Rating System (HHSRS) will be completed within the designated timescales set out within the guidance of the system.
 - Delivering all non-emergency day-to-day responsive repairs, i.e. those that do not pose a threat to the safety of our customers, their homes or their communities, within a period of 28 days from receiving the customer's notification. There may be instances whereby works are batched and scheduled as part of a planned delivery programme to ensure a more efficient service is delivered to customers, in such instances we will always ensure customers are consulted and kept informed of such programmes. Delivering major repairs within a phased timescale as part of a planned maintenance programme of works where there is a significant amount of work required beyond the original repair. All such works will be assigned to the next available planned maintenance programme and customers will be communicated with on an individual basis.

- Providing multiple channels for customers to report any potential repairs, including via MyHome, our customer self-service portal, or via our Service Centre.
- Maintaining clear and continuous communication with our customers, via their preferred communication channel, to ensure they know when a reported repair will be completed at a time that is convenient to them as well as demonstrating value for money for all customers.
- Ensuring that Stonewater utilises all emerging technology and continues to review the way in which our responsive repairs service is delivered, to ensure our customers experience the highest quality service that is both easy to use and accessible at times that are convenient to them.
- Ensuring that Stonewater's Customer Promise, "We're proud to make things personal. If it matters to our customers, it matters to us" is embedded across our repairs service and that all our colleagues and supply chain partners reflect our Customer Promise whenever delivering a service to our customers.
- Ensuring that all customers feel respected within their homes whenever a representative of Stonewater is undertaking repairs in their home, or when seeking advice from Stonewater about a potential repair in their home.
- Complementing our responsive repairs service with a data driven capital investment programme to maximise our opportunities to maintain and improve our customers' homes wherever possible and with due consideration of their personal preferences.
- Encouraging customers to provide their feedback in relation to all repairs and maintenance services so we can continue to develop our services based upon the experiences, priorities and aspirations of our customers.
- Continuously reviewing Value Maximisation across our services to ensure that value for money is embedded, and reporting on our performance in relation to this to the Regulator of Social Housing, internal governance bodies and our customers.

3.0 Regulatory and legal considerations

- 3.1 Stonewater is committed to ensuring that our responsive repairs service, along with our other repairs and maintenance services, are aligned with the Regulator of Social Housing's expectations in relation to the Home Standard, as well as ensuring all governance and financial viability requirements are comprehensively adhered to.
- 3.2 As our responsive repairs service is delivered by third party supply chain partners, it will be necessary to share some personal information, such as names and addresses, with them in order for the repairs to be completed. At all times we will ensure that this personal information is appropriately protected and only shared with our partners for the purposes of delivering these services.

- 3.3 In addition, any comments, suggestions or complaints received from customers will be treated confidentially, as per our Complaints Policy.

4.0 Policy details

4.1 Leasehold customers

- 4.1.1 Leasehold customers are responsible for all repairs inside their home and Stonewater is responsible for all external repairs to the structure. The cost, or part of the cost, of works undertaken by Stonewater will be added to a leasehold customer's annual service charge.

4.2 Access

- 4.2.1 We will at various times require access to an occupied home; for example, to inspect a repair or service gas appliances. In accordance with Stonewater's tenancy agreement, customers must allow us reasonable access; provided we write to the customer giving more than 24-hours notice before we need to gain access to their home (unless it's an emergency).

4.3 Rechargeable repairs

- 4.3.1 Where appropriate Stonewater will ensure that any rechargeable repairs are pursued with customers if intentional damage has been caused to their home or surrounding area.
- 4.3.2 Stonewater will ensure an efficient, consistent, justifiable and transparent decision-making process is utilised in circumstances where prepayment or recharges are appropriate.

4.4 Customer responsibilities

- 4.4.1 Stonewater will ensure that all customers have access to the current Repairs Handbook via the Stonewater website, ensuring that customers are aware of the repairs they are responsible for and those which Stonewater have committed to undertake.

5.0 Service standards

- 5.1 In addition to the reporting on a range of key performance indicators to Stonewater's governance committees, the Stonewater Customer Scrutiny Panel will monitor the performance of our responsive repair services on a regular basis (at least every three months) including reviewing relevant Tenant Satisfaction Measures. We will also utilise wider customer voice feedback, including learning from complaints to shape and improve our services in line with our Customer Voice Policy.
- 5.2 Pertinent performance information and updates about customer-led service improvements will be made available to all customers via our customer communication channels. This includes Stonewater Group's websites, newsletters, Customer Home and My Home.

6.0 Equality, diversity and inclusion

- 6.1 Stonewater is committed to ensuring that all of our services are equally as accessible and delivered in a quality manner to all of customers, as are our supply chain partners.
- 6.2 Equality, Diversity and Inclusion is a key priority across our services and regularly discussed with all Stonewater colleagues and supply chain partners to ensure it is considered whenever we review our services, communication methods, or engagement opportunities; with Equality Impact Assessments undertaken wherever appropriate.

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