Eastlight Community Homes

REPAIRS POLICY

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Directorate	Property
Authorising body	Board
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EIA	Yes
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1. Introduction

1.1 At Eastlight Community Homes (hereafter 'Eastlight'), we put you – our residents and leaseholders – at the heart of everything we do.

1.2 We commit to offering a repairs and maintenance service that is responsive to your needs and improves the overall experience you have with us. In doing so, we aim to achieve high levels of resident satisfaction and deliver value for money.

1.3 We will make sure you can easily report your repairs to us, so you can get the service you need, can meet your tenancy agreement obligations and can hold us to account.

1.4 This Repairs Policy ensures that we meet our legal and statutory obligations by providing homes that are in good repair and to a decent standard.

2. Think Customer

2.1 At Eastlight, we exist to provide the best possible homes and services for residents.

2.2 Our 'Think Customer' approach aims to guide and support colleagues whenever they make decisions that affect our residents, directly or indirectly.

2.3 'Think Customer' ensures our people fully consider how residents will experience and be impacted by the service we provide. Before acting, our people must think about:

- The short and long-term effects of their actions
- The residents' individual needs and preferences
- Whether their communication is clear, respectful and appropriate
- If they can draw on any past insights or experiences to help them when making tough decisions
- Whether they, themselves, would be happy with the service being provided.

2.4 The 'Think Customer' model is designed to complement and work alongside all Eastlight policies and procedures, including this Repairs Policy.

3. Scope

3.1 This Repairs Policy sets out all repair responsibilities that Eastlight, including our employees and any third parties, is responsible for completing, within certain priorities and timescales. This helps us to protect the condition, quality and integrity of residents' homes.

3.2 The Policy covers all Eastlight tenancies, excluding Mutual Exchanges for which certain restrictions may apply (Please refer to Section 5). It supports residents' individual tenancy agreements and details resident responsibilities for maintaining their own homes.

3.3 It also applies to employees, residents, consultants, Board Members, volunteers, representatives of Eastlight, and contractors (third parties) who carry out our duties and manage data on our behalf and by our instructions.

3.4 This Policy should be read in conjunction with the Asset Management Strategy. In addition, it should be read alongside our Leasehold Management Policy, Complaints & Resolutions Policy, Electrical Policy, Shared Ownership Policy, Recharge Policy, Anti-Social Behaviour & Hate Crime Policy and Safeguarding policies.

4. Statutory & Regulatory Requirements

4.1 This Policy is designed to ensure Eastlight meets its obligations under the following statutory and regulatory requirements:

- The Social Housing Regulation Act 2023
- The Regulator of Social Housing's Consumer Standards and Tenant Satisfaction Measures 2024
- Landlord & Tenant Act 1985
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Housing, Health & Safety Rating System (HHSRS)
- Housing Act 2004
- Home Standard 2012
- The Building Safety Act 2022
- Secure Tenants of Local Housing Authorities (Right to Repair) (Amendment) Regulations 1994
- The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 ("Awaab's Law").

5. Mutual Exchange

5.1 Mutual Exchange Responsibilities

5.1.1 If you are a resident that has moved to an Eastlight home through a Mutual Exchange, then the following restrictions will apply:

- The property will be taken as 'seen'. All responsibilities of the outgoing resident(s) will be inherited by you, the incoming resident(s)
- Items installed by the outgoing resident(s), including the responsibility for repairing and maintaining them, will be inherited by you, the incoming resident(s).

5.2 Alterations

5.2.1 Any alterations to the home carried out by the outgoing resident(s) that do not align to the Decent Homes Standard will be treated as 'Rechargeable Works' and/or 'Repairs'.

5.2.2 Rechargeable works/repairs means that we may charge residents to repair any damages that are not caused by normal wear and tear. We will always discuss any recharges with you before beginning any work. Please refer to Eastlight's Recharge Policy for more information.

6. Attending a Repair

6.1 We have four types of repairs, each with different timescales, depending on the level of priority. Our priorities and timescales are as follows:

- Emergency – we will visit you within 24 hours: An emergency repair may pose a serious risk to your health, safety or security and/or to your home
- Urgent – we will visit you within seven calendar days: An urgent repair includes faults and incidents which require our prompt attention. This may cause a level of inconvenience, but does not pose an immediate risk to you or your home
- Routine – we will visit you within 28 calendar days: A routine repair poses zero risk to you or your home, but the issue may cause an inconvenience. It will not adversely affect your use of the home
- Planned – we will visit you within 90 calendar days: Planned works include things like fencing and/or larger building works. There will be zero risk to you or your home.

6.2 Awaab's Law requires Eastlight to address any significant damp and mould hazard, and any emergency hazards, within set timescales. An earlier appointment may therefore be offered to comply with requirements and timescales as set out in legislation and/or regulations. From 30 November 2026, this legislation will cover the following significant hazards:

- Damp and mould
- Excess cold
- Excess heat

- Falls
- Structural collapse
- Fire and explosions
- Electrical safety
- Domestic hygiene.

6.3 Should we, for whatever reason, not be able to attend and complete your repairs within our timescales mentioned above, then you have the right to pursue a formal complaint.

6.4 Please refer to our Complaints & Resolutions Policy for more information on who can make a complaint and how to do so.

6.5 You can report your repairs to Eastlight in the following ways:

- By calling our 24-hour emergency repairs telephone number (0330 128 0330)
- Online via the MyEastlight portal (click here)
- On the Eastlight website, including via our Report a Repair Form (click here)
- In writing, either by letter or by email
- An in-person visit.

6.6 We transparently publish our responsibilities, alongside details of what kind of service you should expect from us, in our Repairs Pledge and on the Eastlight website. You can see these responsibilities in Appendix 1 and Appendix 2 of this Policy.

7. Access to Homes

7.1 In line with your tenancy agreements, we may need to:

- Move you temporarily to an alternative property if your home needs to be empty for us to complete major works
- Gain access to inspect or repair your home, a neighbouring property, sewers, drains, pipework, any wiring, ductwork for heating or ventilation systems, or cable serving to your home and/or neighbouring properties.

7.2 You must allow us – and authorised third parties – to access your home at reasonable hours to inspect its condition and carry out any repairs or work that we consider necessary. This is to ensure your home and surrounding properties are safe, and that we do not put you or anyone else at risk of harm or otherwise.

8. Compensation

8.1 We will take all reasonable precautions to complete any repairs or works without damaging your personal belongings or fittings. This applies to any work we do within the vicinity of the home, whether inside or outside.

8.2 Where damage occurs – including anything accidental or damage as a result of poor working practices – and it can be proven to be caused by us or one of our contractors, we may pay you compensation by way of apology or to resolve your issue.

8.3 Prior to undertaking work, we will always explain if works cannot be completed without a potential risk of damage to your personal belongings. In this case, we will ask you to sign a disclaimer before works can begin (for example, for the removal of carpet or furniture to access floorboards).

8.4 We will take the utmost care and attention not to cause damage where possible, but if a disclaimer has been signed and damage is caused, then we will not be liable for the damage, nor will you be eligible for compensation.

8.5 Any monies owed to Eastlight (for example, through arrears) will be deducted from the compensation allowance before we issue any payments.

9. Equality Impact Assessment

9.1 An Equality Impact Assessment (EIA) for this Policy was conducted. As a result, actions have been put in place to mitigate any negative impacts.

10. Definitions

Responsive Repairs	The repair or replacement of faulty or broken home components at the resident's request. The repair responsibility rests with Eastlight.
Decent Homes Standard	The Government's Decent Homes Standard states that all homes should be warm, weatherproof and in a state of good repair.
Rechargeable Repairs	Repairs that are the result of damage or negligence to the home and/or its fixtures and fittings (internally or externally) by a resident. This also includes damage by a member of the resident's household or an invited visitor to the home and/or communal areas.
Rechargeable Works	Those that are not undertaken as a repair but will be undertaken by Eastlight to ensure that the property is maintained and/or returned to its original state when let or re-let.

APPENDIX 1 – Repairs & Maintenance

The following list provides a guide on who is responsible (either Eastlight or Eastlight residents) for the repairs and maintenance of Eastlight's homes.

	EASTLIGHT RESPONSIBILITIES	RESIDENT RESPONSIBILITIES
Bathroom	• Bath and bath panel • WC • Wash basin • Shower unit • Floor covering	• Toilet seat • Plugs and chains • Shower curtains
Kitchen	• Units, including worktop, door and drawer fronts, carcass plinths and handles • Floor covering	• Plugs and chains • Washing machine connections and fittings (from surface connection point to appliance)
Heating	• Electric storage heating system • Any other system fitted by Eastlight	• Any heating system supplied and fitted by the resident, providing Landlord's Consent has been obtained
Doors	• Outside locks (fault or defect identified) • Outside doors • Inside doors • Door ironmongery	• Outside locks (lost/misplaced keys) • Doorbells, chains and name plates (new-build post-defect) • Keys/Fobs, including communal entrances
Electrical	• Communal TV aerial (not individual aerial) • Immersion heater • Light fittings, switches and sockets • Wiring and circuits • Smoke detectors and fire alarms • Door entry systems	• Light bulbs, including fluorescent tubes and starters • Loss of power due to faulty electrical appliances. • Resident's own tv aerial
Plumbing	• Taps • Sinks, wash basins, bath, toilets • Drainage systems • Hot and cold-water supply • Clearing gutters and down pipes • Heating and boiler faults	• Resetting time clocks and programmers • Blocked toilets, locally to pipework • Clearing gullies • Enabling works for resident choice water meter
Structure	• Roof (internally and externally) • Chimneys • Ceilings	
Appliances	• Connections up to resident's own appliance	• Resident's own appliance

APPENDIX 2 – Our Repairs Pledge

This pledge sets out the repairs service you should expect to receive from Eastlight Community Homes.

It has been created by a group of Eastlight staff and residents, who worked together to identify what matters to you when you need a repair and how we can meet your expectations.

Our teams are proud of the service we provide. However, we recognise that we don't get it right all of the time. Your feedback helps us identify where we should be doing better, so please get in touch if something isn't right.

When I request a repair…	When further repairs are required…
• I will receive a friendly and professional response from Eastlight's Customer Service Team • We will clearly communicate when we will visit your home to carry out the repair • We will explain the priority level of your repair, and if you are not happy, we will find an alternative solution where possible.	• We will keep you updated about progress, letting you know as soon as possible when we can complete the repair • If there are issues which will delay your repair, we will keep you posted • Wherever possible, we will send the same tradesperson to carry out the work.
When you carry out a repair…	**After the repair is completed…**
• We will contact you before your appointment to double check you still require the repair • If we have to postpone your repair, if at all possible, we will contact you in advance to rearrange it • Our tradesperson will be polite, professional and complete your repair to a high standard.	• We will tidy up after ourselves and leave your home in the condition we found it in • If there are any issues with your repair, please let us know and we will investigate and put it right • We will listen to your feedback and use it to make improvements to your repairs service.

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