

Responsive Repairs Policy

1. Aim

- 1.1. Onward are committed to delivering a high-quality repairs and maintenance service that ensures homes are safe, secure, well-maintained and meet the needs of our customers.
- 1.2. We remain dedicated to making The Onward Difference by enabling people to be their best, in a home they love and a place they feel proud of.
- 1.3. The main objectives of this policy are to:
 - 1.3.1. Achieve high standards of customer service in repairs delivery.
 - 1.3.2. Aim to complete all responsive repairs within the agreed timescales providing flexibility and complete Right First Time where possible.
 - 1.3.3. Ensure our services are flexible in meeting customer needs and vulnerabilities by providing reasonable adjustments where required.
 - 1.3.4. Maintain homes to a good standard where customers can live safely.
 - 1.3.5. Ensure we will meet our statutory and regulatory obligations.
 - 1.3.6. Achieve value for money in the delivery of our repair service.
 - 1.3.7. Ensure we listen and involve customers in shaping the services we offer and share widely what has changed following customer influence and feedback.

2. Scope

- 2.1. The Scope of this policy includes the following areas:
 - 2.1.1. All homes and communal areas within the responsibility of Onward Homes across a range of property tenures including, general needs, sheltered, supported/temporary accommodation, leasehold, commercial and office properties.
 - 2.1.2. The policy sets out the repairing obligations within Onward Homes responsibility and includes and the rights and obligations of customers. It outlines the procedure for reporting repairs and how repairs are prioritised.

3. Compliance with Regulatory Standards and Legal Obligations

- 3.1. We aim to meet our relevant legislation and contractual obligations and will often exceed what we are legally required to do. These include, but are not limited to, the following:
 - 3.1.1. Homes (Fitness for Human Habitation) Act 2018
 - 3.1.2. The Landlord and Tenant Act 1985 (Section 20)
 - 3.1.3. The Housing Act 1985
 - 3.1.4. The Housing Act 1988
 - 3.1.5. The Housing Health and Safety Rating System (HHSRS) introduced under the Housing Act 2004
 - 3.1.6. The Defective Premises Act 1972 Occupiers Liability Act

- 3.1.7. The Decent Homes Standard
- 3.1.8. Health and Safety at Work etc. Act 1974 (primary legislation which imposes a general duty of care upon us)
- 3.2. The Regulator of Social Housing sets consumer standards, which we are expected to meet. Our policies and processes are reviewed in line with such standards. The main standard that relates to this policy is the Quality and Safety standard. Broadly this requires us to:
 - 3.2.1. Provide a cost-effective repairs and maintenance service
 - 3.2.2. Meet all applicable health and safety requirements
 - 3.2.3. Balance repair work with planned work and regular maintenance
 - 3.2.4. Aim to get repairs right first time where possible

4. Policy Detail

- 4.1. Onward aims to complete repairs 'right first time' where this is possible. Where it is necessary undertake a return visit, we will agree a further appointment with the customer and keep customers informed about the status of their repair.
- 4.2. Onward customers are requested to report repairs promptly and allow Onward representatives reasonable access to their homes to carry out property inspections and undertake repair work. Where reasonable access is not provided this may result in escalation in accordance with their tenancy agreement.
- 4.3. Reporting Reactive Repairs – Customers can report repairs in a variety of ways.
 - 4.3.1. Through My Onward Portal – Onward App
 - 4.3.2. By telephone by calling 0300 555 0600
 - 4.3.3. Sending an email to customerservices@onward.co.uk
 - 4.3.4. Through WhatsApp – 07418 344603
- 4.4. In line with our service stands we aim for our responsive repairs to be carried out within the following response times as detailed below in Table 1.

Table 1: Responsive Repair Classification, Priorities and Target Response Time

Priority	Timescales	
Emergency	1 Day (8 Hours)	This is when there is a serious risk to customers or their home. The main aim is to ensure everyone is safe and secure.
Emergency (Supported Living)	2 Hours	As above where but relates to customers living in a Supported Living Scheme
Emergency (Extra Needs)	4 Hours	As above where customers are identified to have additional support needs.
Routine	20 Days	Repairs that pose no immediate risk or are planned/complex nature
Complex Major Repairs	Up to 90 Days	Repairs that pose no immediate risk but are larger more complex repairs that require a level of planning

- 4.5. Onwards will seek to charge customers for repairs that are deemed re-chargeable, due to neglect, wilful damage or accidental damage by our customers, a member of their household or a visitor. However, we won't charge customers if the damage is the result of being the victim of a criminal act, if a valid police crime reference number is provided.
- 4.6. Onwards Customer Repairs Handbook provides customers with information about the repairs service including responsibilities for reporting repairs, repairs priorities, rechargeable repairs and how to stay safe in their home.
- 4.7. The Damp Mould and Condensation Policy detail our procedures in managing damp related issues ensuring customer safety in accordance with Awaab's Law. This includes the process for temporary accommodation.

5. Service Quality and Compliance

- 5.1. Onward is committed to providing a high-quality service to the customer and we will actively seek feedback from customers on the quality of the service received. This is monitored through our monthly internal Customer Satisfaction KPI (CSAT), which helps us continually improve service performance, quality and efficiency.
- 5.2. If customers are unhappy with the repairs service provided, they can make a complaint in line with Onwards Complaints Policy. Complaints will also be used to improve our services and highlight reoccurring problems.
- 5.3. We will periodically post inspect a sample of all repairs undertaken as part of our quality procedures to ensure that the quality of repairs has been completed to a high standard.
- 5.4. More information and guidance regarding the repairs service is available on the Onward website and in the Customer Repairs Handbook.

6. Customer Vulnerabilities

- 6.1. We will ensure our service is flexible and will provide reasonable adjustments and appropriate support to vulnerable customers in accordance with Onward Vulnerability Policy.
- 6.2. Contractors working in our customers' homes on our behalf are expected to comply with Onward Homes Code of Conduct. We will monitor the quality of contractors work and their behaviour in customers' homes. Where vulnerability is identified, contractors are expected to act with respect, sensitivity and professionalism and comply with any agreed "reasonable adjustment".
- 6.3. We will regularly ask customers to update their records to ensure we have the required information to help us deliver and adjust the service appropriate to the needs of the customer.

7. Right to Repair

- 7.1. Onward Homes aims to complete all reactive repairs within its agreed and published timescales, as well as ensuring all repairs meet the acceptable standard. Where this does not occur customers may be entitled to compensation. All details associated with this can be found in the Onward Complaints Policy.

8. Equality, Diversity and Inclusion

- 8.1. Onward is committed to delivering a repairs service that is fair, accessible and responsive to the diverse needs of all our customers. We treat everyone with dignity, respect and without discrimination, ensuring that individual circumstances and vulnerabilities are understood and acted upon.
- 8.2. Guided by our values and regulatory responsibilities, we aim to provide an inclusive service where every customer receives equitable support and a consistent standard of care.
- 8.3. We are committed to enhancing a culture that respects individuals, appreciates difference and allows everyone regardless of background to reach their full potential.

9. Preventative Action and Planned Property Investment.

- 9.1. We will use feedback from customers, colleagues and data from our systems to identify properties that are more likely to suffer from Damp, mould and condensation.
- 9.2. We will use this data to identify properties that require planned investment including improving the energy efficiency of homes.
- 9.3. When any property becomes vacant, and prior to re-letting, we will seek to identify and remedy any issues with repairs which may cause Damp, mould and condensation. This may include ensuring doors and windows are serviceable and can effectively ventilate the property, ensuring extractor fans are working well, as well as applying mould treatments where necessary.

10. Responsibility and Monitoring.

- 10.1. The Onward Board will have overall governance responsibility for ensuring the Repairs policy is fully implemented within the regulatory standards, legislation and codes of practices.
- 10.2. The Onward Chief Executive will act as Duty Holder for the management of Repairs Policy and will ensure that compliance is achieved and maintained. He/she shall appoint the Head of Repairs to act as the 'Responsible Person for repairs within the designated regions.
- 10.3. The Executive Director of Asset Compliance and Repairs is responsible for ensuring that sufficient competent resources are in place to ensure their capability to comply with this policy.
- 10.4. The Director of Maintenance is responsible for the operational delivery of the policy, which includes establishing clear procedures and processes. Ensuring staff are properly trained on the policy and safe systems of work, together with rigorously monitoring performance and delivering high levels of service delivery and customer satisfaction.
- 10.5. The Head of Repairs East, Head of Repairs West will act as the 'Responsible Person'. They will have day to day responsibility for managing repairs in their region. They will performance manage to ensure compliance against repair key performance indicators and Awaab's Law.
- 10.6. The repairs policy will be reviewed on a biannual basis or where there is a change to current legislation. Regular reviews will be undertaken related to the level of risk.

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Related documents (Customer):	Repairs Handbook Damp Mould & Condensation Policy Responsive Repairs Service Standards Gas Safety Policy Chargeable Repairs Procedure Tenancy Policy Contractor Code of Conduct Housing Ombudsman Code Complaints Policy and Procedure Financial Redress Procedure Decant procedure High Risk Procedure
Related documents (Internal use only):	Repairs Operative Handbook Empty Homes Standard Empty Homes Procedure Gas Safety Policy & Management Plan Disrepair Policy & Procedure Decant Procedure