



Title: Responsive Repairs and Maintenance Policy
Originator: Service Quality & Safeguarding Director
Approval body and date approved: Executive Leadership Team on 28.9.23
Interim Amendments approved: Chief Compliance & Sustainability Office and Chief Operating Officer November 2025
Date for review: September 2026

1. Introduction

- 1.1 Magenta Living is committed to delivering a high-quality, customer-focused repairs service and, in line with the consumer standard, provide homes that are well maintained, habitable and safe for people to live in.
- 1.2 The policy recognises that a successful responsive repairs service considers its customers, resources and statutory obligations whilst demonstrating efficiency and value for money.

2. Statement of Intent

- 2.1 The purpose of this policy is to ensure that Magenta Living provides a cost effective, efficient, responsive and consistent day-to-day repairs service.
- 2.2 The actions we will take are driven by Magenta Living's Vision

"Empowering People is Our Purpose"

We believe in opening doors to homes full of love, communities full of life, and a world full of possibilities.

- 2.3 Magenta Living's obligations for repairs and maintenance are set out in the individual tenancy agreement or lease agreed to by the customer. Where it differs from any other information, the terms and conditions set out in the tenancy agreement or lease will take precedence.
- 2.4 Magenta Living will ensure that they provide a repairs and maintenance service which is efficient; fulfils its obligations to customers; is responsive to their needs and requirements; and delivers value for money.
- 2.5 Magenta Living, through its Asset Management Strategy, has committed to a rolling programme of stock condition surveys which are no more than 5 years old. We aim to utilise timely condition assessments to inform a just in time approach to investment planning. The Asset Management strategy also includes reference to learning from complaints and repairs trend analysis informing our investment planning.

2.6 To provide an efficient repairs and maintenance service Magenta Living will ensure staff have the necessary skills and training to:

- order and specify repairs
- manage and monitor service delivery
- plan and develop effective asset management
- manage contractors effectively

2.7 A responsive repair is a repair reported by, or on behalf of, a customer. It is usually minor and unplanned work, carried out to maintain our customers' homes to a good standard, until the next planned investment works, and can include internal works, external works, or repairs to communal areas. For example, a repair to a kitchen drawer is a minor repair where a replacement kitchen is not.

Types of work not covered by this policy are:

- a. **Cyclical maintenance** – this includes heating servicing, lift servicing, legionella testing, communal lighting testing.
- b. **Property Improvement work** – this includes cyclical decoration, replacement, kitchens, bathrooms, windows, roofs and external doors.
- c. **Aids and adaptations** – carrying out minor and major alterations to enhance the quality of life and mobility around a customer's home. Although minor repairs, such as handrail replacement, would be deemed a responsive repair and covered by this policy.
- d. **Neighbourhood improvement work** – environmental improvements, fly-tipping removal, graffiti removal and vermin removal.

2.8 In implementing this policy our objectives will be to:

- Comply with all current legal responsibilities and codes of good practice.
- Clearly define the repair responsibilities of Magenta Living, tenants and leaseholders.
- Provide a quality and efficient responsive repairs service, including an out-of-hours emergency service.
- Actively engage with tenants.
- Provide a service that is accessible to all.
- Provide high standards of customer care and satisfaction.
- Use procurement methods that demonstrate selective market testing and benchmarking.
- Set and monitor key performance indicators to demonstrate continuous improvement.
- Ensure procedures supporting this policy are clear, comprehensive and available to all staff.
- Have a robust approach to managing, implementing and budgeting for all aspects of repairs and maintenance.

3. Policy

3.1 Responsibility for Repairs

Magenta Living has a responsibility to carry out certain repairs to tenants and leaseholders' homes. Other repairs are the responsibility of the tenant or leaseholder. These are clearly set out in the Repairs and Maintenance Guidance Booklet located within **Appendix A**.

Below is a brief description of Magenta Living's general responsibilities:

3.2 Magenta Living must:

- Keep the structure and exterior of your home safe, secure and weatherproof.
- Make sure all fixtures and fittings for the supply of water, gas, electricity, heating and sanitation are in working order.
- Maintain communal areas and any facilities which are provided by Magenta Living (such as laundry rooms).

3.3 Tenants and leaseholders must:

- Allow Magenta Living reasonable access to their home to inspect or carry out repairs, servicing or other necessary work.
- Obtain written permission from Magenta Living if they want to make any changes or improvements to their home.

Magenta Living expects customers to keep the inside of their homes clean and in good condition and keep gardens and communal areas clean, tidy and clear of obstructions or hazards. This includes:

- Undertake minor repairs and avoid doing anything which may result in blockages to pipes and drains. For example, disposing of fat, oil, wipes, nappies etc. down toilets or sinks.
- Take responsibility in their home for pest control. For instance, wasps / bees' nests and other infestations, except where this is due to a design fault within the property or failure of an element of building structure (holes in exterior walls etc.). Magenta Living will take responsibility for the failure of a building structure and the communal areas in relation to pest control.
- Take reasonable steps to balance the moisture in their home to support us to prevent damp and mould occurring, by reducing condensation, improving ventilation and using heating correctly. Magenta Living will take responsibility for the remediation of damp and mould.

We will always inform the customer at the point of reporting a repair if the repair is the customer's responsibility.

3.4 **Legislation and Regulations linked to this policy include:**

- The Homes (Fitness for Human Habitation) Act 2018
- RSH Safety and Quality Standard
- Control of Asbestos Regulations 2012
- Equality Act 2010
- Decent Homes Standard 2010
- Regulatory Reform (Fire Safety) Order 2005
- Clean Neighbourhoods and Environment Act 2005
- Housing Health and Safety Rating System 2004 (HHSRS)
- Service Charges (Consultation Requirements) (England) Regulations 2003
- Commonhold and Leaseholder Reform Act 2002
- Management of Health and Safety at Work Regulations 1999 (as amended)
- General Data Protection Regulation 2018
- Data Protection Act 2018
- The Gas and Safety (Installations and Use) Regulations 1998
- Electricity at Work Regulations 1989
- Electrical Equipment (Safety) Regulations 1994 & 2016
- Party Wall Act 1996
- Leasehold Reform, Housing and Urban Development Act 1993
- Environmental Protection Act 1990
- Landlord and Tenant Act 1985
- Building Act 1984
- Health and Safety at Work Act 1974
- Defective Premises Act 1972
- Public Health Acts 1936 and 1961
- Occupier's Liability Act 1957
- Prevention of Damage by Pests Act 1949
- Right to Repair Regulations 1994
- Social Housing (Regulation) Act 2023, incorporating Awaab's Law.
- Housing Act 2004

3.5 **Access to Service**

Magenta Living has a policy relating to vulnerable people. The primary aim of this policy is to outline how the organisation will enable its more vulnerable customers to live independently by:

- Providing an assessment framework for those residents identified as vulnerable within the scope of this policy.
- Providing or enabling fair and equal access to services for those residents who need and accept support in maintaining a tenancy.
- Identifying and agreeing adjustments where feasible to services based upon their individual needs, their environment, or their circumstances at a given period.
- Ensuring the organisation meets its statutory, regulatory and contractual obligations.

- Working collaboratively with external agencies and organisations to achieve the above aims.

Applications for additional assistance will only be provided if the need is genuine, cannot be assisted by others, and the issue would be further exacerbated if not given additional priority.

3.6 Our Response Times

Magenta Living will give all responsive repairs a priority based on urgency, risk and statutory responsibility. We will always consider a customer's vulnerability and information given to us at the time of reporting a repair when determining our speed of response.

The timeframes below ensure compliance with the statutory requirements for compliance with Awaab's Law. Please see section 3.7 for further Awaab's Law requirements.

Other types of repairs, not included in this list, will be considered an emergency depending on the circumstances, for example customer vulnerability.

Table One - Magenta Livings Response Times

Priority	Response Time	Comment
Priority 1 Emergency	Attend and complete or make safe within 24 hours*	Emergencies where there is a substantial risk, immediate danger, or significant property damage will be prioritised e.g. bursts, flooding or risk of structural collapse. Repairs that present a risk of injury to people or major damage to property, will be made safe. Any additional work to complete the repair may take place at a further appointment.
Priority 2 Urgent	Attend and complete or make safe within 5 working days*	Repairs that require urgent attention to prevent damage to property but pose no immediate risks to person / property
Priority 3 Routine	21 working days	Standard response repairs that pose no risk and can be booked in by an agreed appointment.
Priority 4 Planned Routine	60 working days	Require further planning and may require a pre-inspection.

- * Where we are unable to make the repair safe, we will offer a temporary move to alternative accommodation until it has been made safe to return.

If there is any follow-on work required after our visit, we will notify the customer of our next steps e.g. further appointments within 5 working days.

Written summaries will be provided to customers for emergency and damp and mould cases in line with the requirements set out below.

3.7 Awaab's Law Requirements

Awaab's Law has been introduced under the Social Housing (Regulation) Act 2023 and comes into effect from the 27th October 2025. It is named after Awaab Ishak, who died due to prolonged exposure to mould and whose death was wholly preventable.

Its implementation is phased with the key requirements for each phase set out below. Our approach to responsive repairs ensures that we are compliant with Awaab's Law requirements.

Phase 1 (from 27th Oct 2025)

Emergency Hazards

- Investigate and make the property safe **within 24 hours**
- If unable to make safe, provide alternative accommodation immediately
- Provide a written summary of actions **within 3 working days** of investigation conclusion, if not fully resolved (including further works) within this timeframe.

Significant Hazards (Damp and Mould only)

- Investigate **within 10 working days**
- Provide a written summary of actions **within 3 working days** of investigation conclusion, if not fully resolved (including further works) within this timeframe.
- Undertake relevant safety work **within 5 working days** of the investigation concluding
- If unable to make safe, provide alternative accommodation immediately

Further Preventative Works

- Steps to begin any further preventative works required to prevent the emergency or significant hazard recurring must be started **within 5 working days** of the investigation concluding. If these steps cannot be taken to begin work within this timeframe, this must be done as soon as reasonably practicable and with work physically started **within 12 weeks**.

Customer-Centred Approach

- We must consider customer health, vulnerabilities and circumstances when prioritizing repairs.

Future Phases

- **2026:** The requirements above will extend to the following hazards; excess cold/heat, falls, structural collapse, hygiene and sanitation, and fire and electrical hazards.
- **2027:** The requirements will extend to all HHSRS hazards

3.8 Disrepair Claims

Where Magenta Living fails to meet customers' housing repair obligations, this may lead to a disrepair claim. The Disrepair policy and associated procedures will provide further detail on how we will manage these claims.

3.9 Access and Refusal of Works

Through the tenancy agreement Magenta Living has the legal right to enter properties to inspect or carry out repairs provided tenants are given reasonable notice (at least 24 hours), although immediate access may be necessary in emergencies.

Magenta Living will not allow tenants to refuse repairs and maintenance to their homes, which are important in terms of preventing the property from deteriorating or where health and safety hazards may exist.

Where necessary, Magenta Living may pursue legal action in order to gain access to properties when all other reasonable attempts have been exhausted.

3.10 Rechargeable Repairs

Magenta Living has a policy relating to rechargeable repairs. The policy highlights we will only carry out repairs that are a tenant or leaseholder's responsibilities when there is a significant health and safety risk, or by not doing a repair, would cause further damage to the property.

If we carry out a repair which is a tenant or leaseholders' responsibility, we have the discretion to charge for the cost incurred by Magenta Living plus an administration fee and VAT.

Tenants and leaseholders will be asked to pay the estimated cost in advance and if the actual cost is different Magenta Living will either refund or ask the customer to pay the difference.

Magenta Living may also charge tenants and/or leaseholders if they have caused damage to the property.

Magenta Living is not responsible for repairs where damage is:

Caused by the tenant or leaseholder, or someone living or visiting the home.
Caused by the tenant or leaseholders' own fixtures or fittings; or
To an item that has not been provided by Magenta Living and where written permissions have not been given by Magenta Living.

3.11 Responsive Repairs Procedure Manual

The purpose of this manual is to assist Magenta Living staff in delivering the objectives of the Repairs and Maintenance Policy.

The aim of the manual is to ensure compliance with statutory requirements, agreed operational process and to ensure the organisation meets its objectives in delivering a good quality repairs service.

This manual is a concise version of the responsive repairs processes and is intended to set out clear and simple instructions to provide guidance on how the service will operate. The manual can be found within **Appendix C**.

4. Implementation

4.1 The policy will be effective from September 2023.

4.2 Staff will be made aware of the policy through training, awareness sessions and use of the responsive repairs procedure manual. Furthermore, the policy will be available on Insite.

4.3 To ensure customers are informed of Magenta Livings' approach to repairs and maintenance, tenants will be advised on commencement of their tenancy through provision of the guidance booklet. The policy and guidance booklet will also be uploaded to the Magenta Living web site and communicated to customers via newsletters, annual report etc.

4.4 This policy should also be read in conjunction with the following associated policies:

- Damp & Mould Policy
- Disrepair Policy
- Compensation Policy
- ASB Policy
- Gas Safety Policy
- Electrical Safety Policy
- Asbestos Policy
- Water Safety (Legionella) Policy
- Fire Safety Policy
- Lifts Policy
- Lettable Standard Policy
- Tenancy Policy
- Recharge Policy
- Equality and Diversity Policy
- Health, Safety & Wellbeing Policy
- Vulnerable Persons Policy
- Complaints Policy
- Accessible Homes Policy
- Customer Strategy
- Leaseholder Management Policy

- Leaseholder Service Charge Policy
- Pest Control Policy

5. Consultation

- 5.1 We sought external feedback on the key aspects of the policy via Magenta Community Committee on 5 October 2022 and Magenta Connect from the 19 September 2022 to the 21 October 2022. In total we received 30 completed surveys and four comments via Facebook. A summary of the feedback can be found in **Appendix D** and the improvement plan can be found in **Appendix E**.
- 5.2 The views from customers, senior managers and staff have been incorporated, where applicable within the body of the policy.

Table Two - Consultation Timeline:

Event	Date
Branding & Service Discussion – Hosted by ‘We Are Resource’	19 May 2022
Magenta Connect (customer consultation)	19 Sept – 21 Oct 2022
Magenta Community Committee (customer consultation)	5 Oct 2022
SLG	13 Oct 2022
Equality Assessment	25 Oct 2022
ELT Board	16 Nov 2022
ELT Board	26 April 2023
ELT Board	September 2023
Property Care Awareness Sessions	TBC – Winter 2023
Contact Centre Training	TBC – Winter 2023

6. Equality Analysis (EA)

- 6.1 Magenta Living recognise that tenants may have diverse needs, beliefs, and cultures and could be subject to inequalities and prejudice. Magenta Living will respect and take account of all differences when making reasoned decisions and will strive to achieve equality and opportunity in all that it does whilst promoting positive actions by staff to overcome disadvantage and discrimination.
- 6.2 To ensure that we are able to achieve this we are undertaking a full review of our Data Management Strategy alongside Housemark. An important element of this review will include ensuring that we can utilise our customer information in making decisions and providing services to meet their needs, beliefs and cultures.
- 6.3 We believe all people should be treated with dignity and respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including, nationality, ethnic or national

origins), religion, belief or non-belief, sex, or sexuality or by association with someone with any of these characteristics or perception of having any of these characteristics.

- 6.4 The EA was undertaken on 25 October 2022 and 4 September 2023 by Carmen Muir, Assets & Sustainability Director, Stuart Hughes, Head of Responsive Repairs, Mark Richmond, Head of Data & Performance, Victoria Southern, Project Manager- Major Repairs, and was rated as GREEN. See **Appendix F** for the most recent latest version.

7. Monitoring Performance

- 7.1 The effectiveness of this policy will be monitor via the performance measures as required by the Regulator. See **Appendix G** for further detail.
- 7.2 The relevant strategic and operational performance measures will be reported at ELT, Magenta Community Committee, Assets & Development Committee and Magenta Living Board.

8. Scheme of Delegation

- 8.1 The responsible authority for approving this policy is ELT and was approved September 2023. The last amendments have been approved by the Chief Compliance & Sustainability Officer and Chief Operating Officer, due to the policy not requiring a full review.
- 8.2 The responsible Director for formulating this policy is the Service Quality & Safeguarding Director.
- 8.3 The Directors responsible for implementing, reviewing and monitoring the performance against this policy are the Director of Responsive Repairs and the Director of Planned Improvements and Investments.

9. Policy Review

- 9.1 The policy will be reviewed every three years or earlier if deemed necessary though the performance monitoring process.

10. Amendment Log

Date of revision:	Record of amendments:	Reason for revision:
<i>Apr - Nov 2022</i>	<i>Insert new corporate plan image</i>	<i>To ensure up to date</i>
	<i>Update Legislation & Regulation section</i>	<i>To ensure all relevant items have been included</i>
	<i>Insert new table for repair priorities and response times</i>	<i>P1 altered from 3 hours to 4 hours</i>
	<i>Update to right to repair section</i>	<i>To provide further information and guidance</i>

	<i>Update associated Policies & Strategies section</i>	<i>To ensure all relevant items have been included</i>
	<i>Updates consultation section</i>	<i>To ensure all new consultation activity has been included</i>
	<i>Update to monitoring performance section</i>	<i>To align to the new tenant satisfaction measures.</i>
	<i>Update Scheme of Delegation section</i>	<i>Reflect job title change</i>
<i>Jun - Aug -2023</i>	<i>Update to reflect new Corporate Vision and Values</i>	<i>To align to Magenta Reimagined.</i>
<i>October 2025</i>	<i>Removal of Right to Repair section and Appendix B</i>	<i>Not a legal requirement as Magenta is not a local authority and doesn't have secure tenancies</i>
	<i>Updated table for repair priorities and response times</i>	<i>To comply with Awaab's Law requirements</i>
	<i>Inclusion of section 3.7</i>	<i>To comply with Awaab's Law requirements</i>

Appendices:

- A - Repairs & Maintenance Guidance Booklet
- C - Repairs & Maintenance Procedure Manual
- D - Magenta Connect – Summary of Feedback
- E - Repairs Satisfaction Improvement Plan
- F - Repairs & Maintenance Equality Assessment
- G - Repairs & Maintenance Performance Monitoring