



Yenaa Housing

Responsive Repairs Policy



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Policy Checklist	
Date of Implementation	Feb 24
Date of Last Review	Feb 26
Date of Next Review	Feb 28

Responsive Repairs Policy

Scope and purpose

This policy sets out Yenaa Housing's approach to responsive repairs for supported exempt accommodation rooms in Birmingham. It explains how residents report repairs, the timescales and priorities for response, responsibilities of Yenaa Housing and contractors, and how we monitor, record and review repair performance. The policy is consistent with regulatory guidance and best practice for housing providers registered in England, and aims to ensure homes are safe, decent and well-maintained while respecting the needs of residents in supported accommodation.

Policy principles

- Safety first: Immediate action will be taken for hazards that pose a risk to life, health or serious property damage.
- Resident-centred: Reporting routes are simple and accessible (WhatsApp and online), with support available for residents who need help reporting or understanding progress.
- Transparent and timely: Targets for response and completion are published and applied consistently.
- Cost-effective and decent repair standards: Repairs will meet legislative and decent homes standards and be carried out by competent, vetted contractors.
- Compliance: We will comply with statutory duties (including Gas Safety, Electrical Safety, Fire Safety, legionella prevention where applicable and the Equality Act) and relevant local authority guidance.

Who the policy applies to

- All residents living in Yenaa Housing supported exempt accommodation rooms in Birmingham.
- Yenaa Housing staff, on-site support workers and contractors engaged to deliver repairs and maintenance.

How residents report repairs

Primary reporting routes

1. WhatsApp reporting

- Residents can report non-emergency and emergency repairs using the dedicated Yenaa Housing WhatsApp number. The WhatsApp service accepts text, photos and short videos which help describe the issue.
- When reporting on WhatsApp residents should provide: name, room number/address, a brief description of the problem, and photos/videos if possible.

2. Online reporting

- Residents may use the Yenaa Housing online repairs form (accessible via our website or intranet). The form prompts for: resident details, property/room, repair description, urgency, and an option to upload images.
- The online form generates an automatic acknowledgement and a reference number.

Support to report

- Support staff will assist residents who need help using WhatsApp or the online form. Reasonable adjustments will be made for residents with disabilities or communication needs. Where a resident prefers, reports can be made in person or by telephone via the support team.

Acknowledgement and triage

- Acknowledgement: All reports received by WhatsApp or online will receive an automatic acknowledgement within 2 working hours during office hours (09:00–17:00 Mon–Fri). Outside office hours reports will be acknowledged the next working day unless they are emergencies.
- Triage: Reports are triaged by Yenaa Housing's repairs coordinator or nominated officer to determine priority, risk to safety or welfare, and next steps. Where further information is required, staff will contact the resident by WhatsApp, phone or in person.

Repair categories, response times and actions

Repairs are categorised and prioritised as follows:

1. Emergency repairs (response: immediate assessment; target attendance: within 4 hours where life/safety at risk)

Examples: gas leak, major electrical fault causing risk of shock or fire, severe water leak causing flooding, no hot water where it presents a health risk, blocked foul drainage posing hygiene risk, fire damage, violent building access risk.

Action: Immediate safety measures, contact emergency services if needed, attend within target to make safe, arrange permanent repair as soon as practicable.

2. Urgent repairs (target attendance: within 24–48 hours; completion target: within 7 calendar days where practical)

Examples: heating failure in winter, partial loss of electrical supply, insecure external door or window, loss of hot water (non-life-threatening), significant roof leaks, serious appliance faults provided by provider.

Action: Arrange contractor attendance within target time to make safe and complete repair.

3. Routine repairs (target appointment: within 7–14 working days; completion: within 28 calendar days)

Examples: minor leaks, internal door repairs, plaster/paint damage, non-urgent appliance faults, furniture repairs where provided by landlord.

Action: Schedule works at a mutually convenient time; keep resident informed of appointment and any delays.

4. Planned maintenance and recharges

- Planned works (e.g. boiler servicing, redecoration, replacement windows) will be communicated in advance with timescales and access arrangements.
- Where damage is caused by deliberate or negligent resident action, Yenaa Housing reserves the right to recharge reasonable repair costs following investigation and right to appeal.

Contractors, competence and safeguarding

- Yenaa Housing will use competent, where work requires access to vulnerable residents or bedrooms. Where contractors are unvetted visitors in communal areas, they will be supervised by Yenaa staff.
- Gas engineers and electrical contractors will be Gas Safe and NICEIC or equivalent registered where required. Certificates will be issued and retained for statutory checks and on completion of relevant works.

Access and appointments

- Appointments will be arranged at a reasonable time agreed with the resident. Reasonable notice (normally 4-24) will be given for routine works.
- Residents are expected to allow access for statutory safety checks (e.g. gas services). Where access is refused and a safety risk exists, Yenaa Housing may follow legal remedies, but will pursue reasonable steps to engage the resident first.

Communication and updates

- Residents will receive a repair reference and status updates via WhatsApp, email or phone at key stages: acknowledgement, scheduled appointment, contractor expected arrival (day/time), completion or if a further appointment is needed.
- If a visit cannot be kept, Yenaa Housing will contact the resident as soon as possible and rearrange.

Record keeping and data protection

- All repair requests, actions, communications, contractor details and outcomes will be recorded in the repairs management system, retained in line with data protection laws and Yenaa Housing's retention schedule.
- Personal data will be used only for the purposes of arranging and recording repairs, and will be handled in accordance with our privacy notice.

Monitoring, performance and quality assurance

- Yenaa Housing will monitor repair performance against the targets set in this policy, with monthly reporting on response times, completion rates, repeat repairs and resident satisfaction.
- Regular audits of contractor work quality will be carried out. Resident feedback will be sought after repair completion and used to improve service standards.

Health, safety and compliance

- Yenaa Housing will ensure compliance with statutory safety requirements including:
 - Annual gas safety checks (where applicable);
 - Electrical installation condition reports or periodic testing as required;
 - Portable appliance testing and fixed electrical testing where applicable;

- Fire safety risk assessments and prompt remedial action on defects;
- Legionella risk management for communal water systems where applicable.
- Any repair that impacts statutory safety obligations will be treated as a high priority.

Complaints, dissatisfaction and appeals

- Residents dissatisfied with the handling of a repair should raise the matter with the repairs coordinator initially. If unresolved, they may use Yenaa Housing's complaints procedure.
- Appeals against recharges for damages will be considered through the complaints and appeals process; evidence and a clear explanation will be provided to the resident.

Charging and recharges

- Yenaa Housing is responsible for repairs resulting from normal wear and tear. Reasonable charges may be applied where damage is caused by deliberate or negligent acts by the resident, subject to investigation and right to appeal.
- Charges will be transparent, fair and evidenced with photos and contractor invoices.

Equality and reasonable adjustments

- Yenaa Housing will ensure equal access to repair services for all residents. Reasonable adjustments will be provided for residents with disabilities, limited English, literacy difficulties or other communication needs.

Review and policy governance

- This policy will be reviewed every 12 months or sooner if required by changes in legislation, sector guidance or operational learning. Operational delivery is the responsibility of the Repairs Coordinator; strategic oversight rests with senior management and the Board.
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