

Paragon Asra Housing Limited

PA Housing Repairs Policy

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Department	Asset
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Paragon Asra Housing Limited (PA Housing) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.

We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them.

Audit Log

Date of change	Who updated	Details of the change

1 Introduction

This policy explains how our repairs service works and sets out our responsibility to keep our resident's homes in good repair. The policy also describes how we will provide our residents (where we have repair obligations) with a high-quality resident experience and tailor our support to their individual needs. We want residents to feel safe, listened to, and for them to live in good quality homes.

2 Purpose

Our purpose is to provide safe, warm, more efficient and well looked after homes. We want the people who live in our homes to be proud of where they live. So, whether you're a resident, an employee, or one of our stakeholders – we're all people and we're in this together to make your home and community the best that it can be. We also recognise that it's not always possible for us to do everything you ask of us, and sometimes we need to say sorry we can't do that, if it's for things we don't control or are not responsible for.

3 Our people promise

This promise sets out the attitudes, behaviours and responsibilities that everybody needs to follow to make this repairs policy possible.

- We will treat each other with dignity, respect, as individuals, and as you'd expect to be treated.
- We will listen to each other to understand the situation so we can act.
- We will have adult-to-adult conversations with each other.
- We will communicate in a way which is timely, honest, and easy to understand, and that treats people's circumstances on their own merit.
- We understand that sometimes we cannot do everything, and if the answer is no, to accept the decision, even if you may not like it.
- We agree and understand the service standards and levels we operate within
- We agree that discrimination, on any grounds is never ok. Ever.
- We will not tolerate bullying and threats or acts of verbal or physical abuse.
- We will actively challenge and act where we see examples of poor behaviour from others.

4 What is a Repair

A **responsive repair** is usually a request from a resident and can include repairs to the inside or outside of homes, or to shared areas in flats. Repairs are essential to maintain homes to a good standard and ensure they remain safe, secure, and comfortable. We categorise repairs based on their urgency and details of the types of repair are set out in Section 18 of this policy.

Definition

- **Responsive Repairs:** Day-to-day repairs reported by residents in their home or communal areas, such as fixing a kitchen drawer, replacing a tap, or repairing a window.
- **Planned Works:** Larger improvements or replacements, such as a full kitchen or bathroom renewal, which are delivered through planned programmes rather than responsive repairs.

Responsibilities

- **PA's Responsibility:** We undertake most repairs in our rented homes, ensuring properties are maintained to a good standard.
- **Resident Responsibility:** Residents are expected to look after their homes and carry out small tasks, such as changing light bulbs or minor upkeep.
- **Tenancy Agreements and Leases:** These documents set out who is responsible for repairing different parts of the home.

Reporting Repairs

- Residents should contact us as soon as they become aware of a repair issue.
- Early reporting helps us fix problems quickly, before they escalate into larger issues or cause further damage.

Completion Standards

- We will always aim to complete repairs on the **first visit** where possible.
- Smaller items may be replaced as part of a repair (e.g., fitting a new tap or window).
- **Major Repairs:** Larger jobs that take longer to complete, often requiring specialist parts or scaffolding. These are classified separately as major repairs.

5 Reporting a repair

These are the best ways to report a repair:

- Using our website "Live Chat" during working hours (Monday to Friday, 8am to 6pm)
- Using your [My PA account](#)
- By email to hello@pahousing.co.uk
- Telephoning us **on 0300 123 2221** - 24 hours a day, 365 days a year.

6 First Time Fix Responsive Repair

We define a First-Time-Fix Responsive Repair as a repair request that is fully resolved during the initial attendance by the appointed operative or contractor. For the purposes of this policy, a repair shall be considered a first-time-fix when the following criteria are met:

- **Single Attendance Resolution / Same-Day Completion:**
The operative completes the repair in one visit, without the need for follow-up appointments, additional inspections, or repeat work. Where replacement parts are required, the operative collects the parts, returns, and completes the repair on the same day.
- **Preparedness:** The operative attends with the appropriate skills, tools, and materials necessary to complete the repair.
- **Responsiveness:** The repair is carried out within the agreed service timescales for responsive repairs.
- **Customer Outcome:** The resident or tenant experiences minimal disruption and the reported issue is resolved in line with our standards.

Operational Efficiency: The completion of the repair avoids unnecessary repeat call-outs, reduces costs, and contributes to service performance targets

7 Policy Exclusions

- Defects in new homes are covered under a warranty period usually for the first 12 months. Residents moving into new homes will be given details on how to report repairs in their homes.
- Equipment servicing and testing. This includes heating equipment, passenger lifts, fire safety equipment, automatic gates and barriers, which are covered in separate policies.
- Planned improvements. This includes re-painting of external and internal shared areas, installing new kitchens, bathrooms, heating systems, windows external doors and roofs. These are set out in our Planned Improvements Policy.
- Estate services. This includes maintaining shared gardens, cleaning of blocks, removing rubbish, graffiti removal and pest control.
- Garden maintenance. Residents are responsible for maintaining their gardens, trees, hedges etc. Garden sheds are also maintained or replaced by residents.

8 Our aims:

- to achieve a high standard repairs service and resident experience wherever they live
- to communicate clearly and openly with residents, including setting expectations for works and delivery
- to ensure all residents receive a service which is suitable for their needs, vulnerabilities and accessible to everyone
- to maintain our homes to a high standard, that are safe, warm and comfortable
- to listen to our residents' needs, to be respectful and open
- be a learning organisation that welcomes resident feedback and adapts our services to meet resident expectations
- to meet the standards set out in our tenancy agreements and leases
- to provide an efficient service that achieves value for money. We are mindful that the money we spend is from residents' rent.
- meet our legal duties and statutory obligations

9 Consumer Standards

In line with guidelines set by the Regulator of Social Housing, we will:

- complete repairs and improvements in a way that is safe.
- provide value for money.
- aim to get it right first time.
- plan works for the home and communal areas, so that we can share what we are proposing with our residents.
- make our service easy to use and provide different ways to report a repair, make a complaint or get involved, and
- our annual report will include information about how we are doing.

10 Impact Assessments and Key considerations

This policy applies to responsive repairs across all rented homes and to areas where PA has responsibility under the terms of the lease for owned or managed homes.

Service Delivery

- **Midlands Properties:** Repairs are delivered through our in-house workforce.
- **Southern Properties:** Repairs are delivered through external suppliers.

11 Shared Ownership and Leasehold Properties

- Where the lease specifies PA's responsibility for the fabric of the building or shared areas, we will work with homeowners to address repairs.
- Costs for such repairs will be met through the building's service charge.
- Service provision will generally cover communal areas, and response times may vary depending on the individual terms of ownership agreements.
- New homes less than 12 months old may be covered by a new-build warranty, with repair response times governed by the terms of that warranty.

12 Third-Party Managing Agents

For rented, shared ownership, and leasehold properties where responsibility for the fabric of the building and shared areas lies with a third-party managing agent, PA will liaise with the managing agent to ensure repairs are addressed in line with their management agreement responsibilities.

13 Prioritisation of Repairs

- All responsive repairs will be prioritised based on urgency, risk, and statutory responsibility.
- Resident vulnerability, individual circumstances, and information provided at the time of reporting will always be considered when determining the most appropriate priority and response time.

14 Retail and Commercial Units

- PA owns a number of retail and commercial units, some of which are located beneath residential properties.
- While retail and commercial tenants are responsible for maintaining their own premises, PA retains responsibility for the upkeep of the residential properties above.
- Where repair issues within residential properties directly impact retail or commercial units below (e.g., leaks or power failures), PA will treat these repairs as a priority.
- We recognise that delays in addressing such issues could significantly disrupt businesses operating beneath our homes, and therefore we act promptly to minimise any impact.

15 Vulnerable Residents

PA is committed to supporting vulnerable residents by ensuring they are not disadvantaged when accessing housing services. We recognise that vulnerabilities can be varied, temporary, or long-term, and may affect people at different stages of life. To do this effectively, we adopt a consistent approach, ensuring colleagues have the information and tools to provide the right support. This includes considering in advance what residents may need when assessing the service.

16 Definition of Vulnerability

PA defines vulnerability as:

A dynamic state which arises from a combination of a resident's personal circumstances, characteristics, and their service request. Vulnerability may be exacerbated when a social landlord does not act with appropriate levels of care when dealing with a resident's service request. If effective reasonable adjustments have been put in place, vulnerability may be reduced.

A resident's ability to act and engage with everyday activities may vary, and it is important to consider this when assessing vulnerability. For example, a person with a disability may not require additional assistance.

When reporting repairs, residents will be asked to identify any particular needs, for example same sex operatives, to meet with their needs.

17 Commitment to Reasonable Adjustments

- Adjustments to repair standards may be made to reflect individual resident circumstances and vulnerabilities.
- Any adjustments will be reasonable, appropriate, and consistent with PA's **Equity, Equality, Diversity and Inclusion Policy** and **Vulnerable Residents and Reasonable Adjustment Policy and the Equalities Act**.
- PA aims to "know who lives behind the door" so that we can support residents and make reasonable adjustments where needed.

Examples of Reasonable Adjustments

There is no definitive list of reasonable adjustments, but they may include:

- Using advocates and working with support agencies.
- Providing delegated authority where appropriate.
- Ensuring preferred communication methods are used (e.g., verbal communication, email, large print).
- Arranging appointments to fit around residents' needs.
- Providing interpretation or translation services, including British Sign Language.
- Adjusting repair priorities, recognising that delays may have a greater impact on some residents due to their vulnerability.

18 Repair categories

Our repairs fall within three categories:

- **Emergency repairs (24 hours)**
- **Routine repairs (20 working days)**
- **Major repairs (90 days)**

Landlords have a legal duty to fix dangerous issues in their homes. We have a duty to keep our homes fit for human habitation and to remedy disrepair, and we must also ensure that our homes meet the Decent Homes Standard. From October 2025, Awaab's Law sets clearer and stronger laws around fixing dangerous damp and mould within 24 hours. When further legislation governing repairs is introduced PA will evaluate any necessary changes to repairs timescales to ensure we meet our obligations.

We classify critical accessibility equipment, including hoists, stair lifts, and accessible bathroom features, as qualifying for emergency or high-priority

response. This recognition upholds accessibility standards and safeguards residents' rights, ensuring they are not subjected to prolonged unsafe living conditions when essential equipment fails.

19 Emergency Repairs

Emergency repairs are defined as works required to remove immediate risks to health, safety, or the security of the property.

- **Response Timescale:**
We will aim to attend and make emergencies safe within 4 hours of the resident first contacting us. Full completion of the repair will be undertaken within 24 hours wherever possible.
- **Gas Repairs:**
Gas-related repairs will be attended on the same day if reported before 6:00pm. Where reported after 6:00pm, attendance will take place on the next working day, unless the repair is classified as an emergency, in which case immediate attendance will be arranged.
- **Follow-Up Works:**
In some cases, additional repairs or further appointments may be required to fully complete the job. Where this is necessary, we will arrange follow-up works with the resident as soon as possible, at a mutually convenient time.

Emergency repairs include

- Gas or carbon monoxide leak (gas leaks will be dealt with through the gas emergency line and the gas emergency process will be used).
- Total loss of water or electricity and lack of lighting
- Unsafe electrical fittings
- Exposure to asbestos fibres inside the home
- Damp and mould hazards that present a significant risk of harm to residents
- Issues that could cause a fall on surfaces where the levels differ (hole in the ground)
- Lift entrapment
- Blocked drains that cause a sewage leak or dirty water to back up into the property
- Blocked toilet if there is only one toilet in the property
- Burst water pipes leading to significant internal water escape
- Issues that mean the home is unsecure from unauthorised entry, usually relating to front or rear doors and windows
- No heating for elderly or vulnerable tenants
- No heating between 1 October and 31 March or at other times of extreme weather
- No hot water at any time of the year
- Warden alarm or call system not working
- Total loss of gas supply (gas leaks will be dealt with through the gas emergency line and the gas emergency process will be used) and
- Failure of door entry system for elderly or vulnerable tenants needing daily assistance.

20 Accessibility Equipment Repairs

Passenger lifts and other essential accessibility equipment (such as hoists and stair lifts) are critical to ensuring residents can safely access and use their homes.

- **Response Timescale:**
We aim to repair passenger lifts and other essential accessibility equipment within **24 hours** of the issue being reported.
- **Parts Availability:**
Where specialist parts are required, repairs may take longer to complete. In such cases, residents will be kept informed of progress and provided with revised timescales.
- **Resident Communication:**
We will update residents promptly about the nature of the fault, expected repair timescales, and any interim measures that may be necessary to maintain safe access.

21 Routine Repairs

Routine repairs are defined as all non-emergency and non-urgent repairs that do not pose an immediate risk to health, safety, or the security of the property. Our aim is to complete routine repairs within 20 working days of the resident's initial contact with us.

While every effort will be made to meet this timescale, there may be circumstances where completion is delayed, including:

- **Diagnostic Variations:** The repair initially reported does not match the actual repair required once inspected.
- **Trade Requirements:** A different trade operative is required to complete the work.
- **Parts Availability:** Specific parts or materials need to be ordered before the repair can be completed.

In such cases, residents will be kept informed of progress and provided with revised timescales where necessary.

Routine repairs include

- general joinery repairs internally and externally (doors, windows, stairs, handrails or bannisters)
- plumbing repairs e.g. toilet cisterns, dripping taps, leaks to sinks or baths and faulty pipework
- leaking overflows from toilet cisterns or water tanks
- repairs to kitchen fittings e.g. cupboard doors, drawers, worktops and handles
- repairs to leaking gutters and downspouts
- easing of external doors and windows, replacement handles and faulty mechanisms
- partial loss of electrical power where the fault is inside the home
- external lighting
- partial loss of water supply where the fault is inside the home or boundary
- heating and hot water faults
- blocked sink, bath, toilet (if there is more than 1 toilet in the home) or basin that a resident has been unable to unblock themselves

- insecure doors and windows in communal areas
- roof repairs
- replacing glass to windows and doors
- graffiti removal
- attending to pest exposure such as house dust mites, bed bugs and vermin. Works to fill external holes to the resident's property to remove potential access points for pests.
- faulty communal TV aerials and entry phones.

These are examples and not a list of every case. We will consider the impact of this approach on individual residents' needs and adjust our approach when necessary.

22 Major Repairs

Major repairs are defined as works that go beyond routine or responsive repairs and require more extensive intervention to resolve an issue. A responsive repair may be reclassified as a major repair following inspection where the scope of work is identified as significant.

Examples of major repairs include:

- Replacement of key components rather than minor repair.
- Works requiring access equipment such as scaffolding.
- Structural works.
- Non-urgent but extensive repairs.

Process

- Inspection: We may need to carry out an inspection ourselves or arrange for a specialist supplier to assess the issue before work begins.
- Quotations and Planning: In some cases, quotations may be required or the work may be deferred to a planned programme.
- Resident Updates: Residents will be kept informed of estimated timescales and next steps.

Major repairs include

- Replacement windows
- Excavation and replacement of drains
- Clearing blocked gutters and downpipes
- Replacing flooring
- Roof repairs/replacement
- Replacing fencing to the front and rear boundaries of the property. For private gardens, the resident is responsible for the dividing fence between gardens, for shared gardens, PA is responsible for boundary fences.
- Replastering walls
- Installing sound proofing
- Energy efficiency improvements
- Works covered by buildings insurance
- Fixing external issues to external walls, paths, gates, paving

Distinction from Improvements

Improvements, such as replacing a kitchen, are not classified as repairs, These works form part of our planned improvement programmes. Where a component

can be repaired rather than replaced, we will explain the reason for this decision to the resident.

Timescales - for most major repairs, we will aim to **complete within 90 days** of our assessment.

Depending on the nature of the issue:

- Urgent major repairs will be arranged at the earliest opportunity.
- Non-urgent major repairs may be scheduled for a later date.
- In all cases, residents will be kept updated on progress and timescales.

23 Scaffolding

Where scaffolding is required to safely carry out a repair:

- Residents will be informed before scaffolding is installed.
- Scaffolding will be removed within 14 days of the repair being completed.

To reduce the need for scaffolding for high level inspections, to improve turnaround times and reduce costs, PA will carry out drone building inspections that provide a safer, faster, and more cost-effective alternative to traditional methods, particularly for large or hard-to-reach areas.

24 Appointments

Emergency Repairs

- Emergency repairs are not scheduled by appointment, as we aim to attend within 4 hours of the resident's first contact.
- In cases where there is a health and safety risk or potential for significant property damage, we may need to force entry into the home if access is not provided.
- This action will only be taken to make the property safe and isolate the issue. In such circumstances, we will change the locks and secure the entrance door immediately.

Routine and Other Repairs

- For all other repairs, we will arrange an appointment at a time that suits the resident and meets their individual needs.
- Appointment options include:
 - Full day slots
 - Morning slots
 - Afternoon slots
- We can also take account of specific requirements such as school runs.
- Residents are required, under the terms of their tenancy agreement to grant PA reasonable access to their home to carry out repairs. Where a resident fails to provide this we may cancel jobs and, in extreme cases, take action to gain access, particularly when the health, safety and welfare of others may be affected.

Vulnerable Residents

- For residents who are vulnerable, we will adapt appointment times and repair priorities to suit their needs.
- We recognise that certain vulnerabilities may mean residents are disproportionately affected by specific repairs, and we will take this into account when scheduling and prioritising works.

Appointment Confirmation

Residents will receive confirmation of appointment times via text message:

- Initial confirmation prior to attendance
- A reminder the day before the appointment
- A final confirmation on the day of attendance

Missed Appointments

- If the resident is not at home when we attend, we will attempt to contact them by phone and text.
- We will also try other numbers held on our systems, but will only contact a third party where explicit permission has been provided.
- If we are unable to reach the resident, we will leave a card requesting that they contact us, the operative, or the contractor.
- If no contact is made within 4 weeks, the repair will be cancelled. The appointment process will restart once the resident contacts us to rearrange.

25 Void Works

Voids works are defined as the repairs, maintenance, and improvement activities carried out on properties that become vacant, prior to re-letting. The purpose of voids works is to ensure that homes are safe, secure, and meet our lettable standard before new residents move in.

Scope of Voids Works

Voids works may include, but are not limited to:

- **Health and Safety Compliance:** Ensuring the property meets statutory requirements, including gas and electrical safety checks.
- **Security:** Changing locks and securing doors and windows.
- **Essential Repairs:** Addressing structural issues, leaks, damp, or other defects that could affect habitability.
- **Property Condition:** Repairing or replacing fixtures, fittings, and components where necessary to meet our lettable standard.
- **Cleaning and Clearance:** Removing any items left behind, carrying out deep cleaning, including floor coverings / surfaces, and ensuring the property is hygienic.
- **Decoration and Finishes:** Undertaking redecoration where required to provide a clean and welcoming environment.

Process

- **Inspection:** A full inspection will be carried out once a property becomes vacant to identify required works.
- **Works Order:** Repairs and improvements will be scheduled and prioritised to ensure timely completion.
- **Timescales:** We aim to complete voids works promptly to minimise re-let times, while ensuring quality standards are met.
- **Resident Communication:** Prospective residents will be informed of the expected timescale for completion and handover.

26 Lettable Standard

The *Lettable Standard* sets out the minimum condition that all properties must meet before being re-let. This ensures consistency, safety, and quality across our

housing stock.

Core Requirements

- **Safety:**
 - Gas and electrical systems tested and certified.
 - Smoke alarms and carbon monoxide detectors installed and tested.
 - Property free from hazards such as damp, mould, or structural defects.
- **Security:**
 - All external doors fitted with secure locks.
 - Windows secure and in good working order.
 - Keys provided for all locks.
- **Cleanliness and Hygiene:**
 - Property cleared of all previous belongings and waste.
 - Deep cleaning carried out, including kitchens, bathrooms, and flooring.
- **Condition:**
 - Fixtures and fittings in good working order.
 - Decoration in a reasonable condition, with redecoration undertaken where necessary.
 - Floors, walls, and ceilings free from major damage.
- **Utilities:**
 - Water supply, heating, and hot water systems operational.
 - Sanitary facilities (toilets, baths, showers, sinks) clean and functional.

Distinction from Improvements

The lettable standard ensures properties are safe, secure, and habitable. Broader improvement works, such as kitchen or bathroom upgrades, may be deferred to planned programmes unless essential for habitability.

27 Repairs Categories and Timescales – Summary Table

Category	Definition / Scope	Target Timescale	Notes
Emergency Repairs	Immediate risks to health, safety, or property security.	Attend within 4 hours , complete within 24 hours	Gas repairs same day if reported before 6pm; next working day if after 6pm unless emergency.
Routine Repairs	Non-emergency repairs that do not pose immediate risk.	Complete within 20 working days	May take longer if diagnosis differs, different trade required, or parts need ordering.
First-Time-Fix Repairs	Repairs resolved during initial attendance (or same day if parts required).	Within agreed responsive repair timescales	Focus on single visit resolution, preparedness, and efficiency.
Major Repairs	Extensive works (e.g., structural,	Timescale agreed with resident;	Scaffolding removed within 14 days of repair

Category	Definition / Scope	Target Timescale	Notes
	scaffolding, component replacement).	varies by urgency	completion. May be deferred to planned programmes.
Accessibility Equipment	Passenger lifts, hoists, stair lifts.	Aim to repair within 24 hours	Longer if specialist parts required; residents kept informed.
Voids Works	Works to vacant properties to meet lettable standard before re-letting.	Prompt completion to minimise re-let times	Includes safety checks, cleaning, repairs, and redecoration.
Appointments	Scheduled for routine/non-emergency repairs.	Flexible slots (full day, AM, PM)	Emergency repairs not given appointments; vulnerable residents prioritised.
Missed Appointments	Contractor fails to attend agreed appointment.	£30 compensation per failed appointment	Claim must be submitted by resident; excludes delays due to traffic or overruns.
Impact Assessments	Repairs prioritised based on urgency, risk, and statutory responsibility.	Case-by-case	Vulnerability and circumstances always considered.
Vulnerable Residents	Adjustments made to reflect individual circumstances and needs.	Flexible	May include advocates, translation, communication preferences, or adjusted priorities.
Compensation Policy	Framework for claims and payments where service standards are not met.	Case-by-case	Residents must submit claims; assessed in line with policy.

28 Performance measures and resident voice

Our service is measured against the timeframes above. We report performance to our Resident Assembly, Customer Committee and to the Board. We measure:

- Resident satisfaction with the repairs service.
- Emergency and routine jobs completed in time.
- Jobs completed, first time fix, works in progress.

29 Chargeable Repairs

PA will only carry out repairs that are the responsibility of the resident or leaseholder where there is a significant health and safety risk or where failure to act may cause damage to the property.

Discretion to Charge

- PA has the discretion to charge residents for any repair that is not our responsibility.
- Charges may also apply where damage has been caused by residents, their guests, or pets.

Costing

- Charges will be made at cost and will not be inflated.
- Costs will be calculated using either:
 - The average order repair rate, or
 - The National Housing Federation Schedule of Rates.

Resident Communication

- Residents will be informed of the cost before the repair is carried out, wherever possible.
- PA may ask residents to pay for the repair upfront or upon completion.

30 Damp, Mould and Condensation

Housing quality has a significant and material impact on people's health and wellbeing, and we recognise that damp and mould can be a significant hazard to residents.

Living in a cold home can worsen asthma and other respiratory illnesses and increase the risk of heart disease and cardiac events. It can also worsen musculoskeletal conditions such as arthritis. Cold or damp conditions can have a significant impact on mental health, with depression and anxiety more common among people living in these conditions.

We will ensure residents' homes are safe, warm and free from hazards. When a resident reports a risk, we will act quickly, normally with 24 hours, if we suspect the work may be an emergency, or otherwise within five days, to inspect the property to check for hazards. We will determine if the home is safe and fit to live in. Hazards are set out in the Housing Health and Safety Rating System (HHSRS). Damp and mould are potential hazards that can fall within the scope of the HHSRS. In addition, the Ombudsman's Spotlight Report on Damp and Mould (published October 2021) provides recommendations which we have adopted including a zero-tolerance approach to damp and mould interventions.

We welcome Awaab's Law that came into force in October 2025, which requires social landlords to investigate and fix dangerous damp and mould hazards in set time periods. This includes repairing all emergency damp and mould hazards within 24 hours.

PA Housing has a specific Damp and Mould policy that covers how we deal with damp, mould and condensation. It lays out the action we take to resolve damp and mould in a timely manner to protect the safety of our residents.

Our approach to damp, mould and condensation starts with an assessment, treatment and remediation works to address the issues. This may include emergency, routine and/or major repair works. We provide detailed guidance, advice and support to residents on damp and mould.

PA will be proactive in dealing with issues of damp and mould. This is especially important for residents who are vulnerable and who are at greater risk from the effects of damp and mould. This includes households with young children,

residents over 65 years' old and those that have an underlying health condition. If there are delays in acting promptly, we will communicate the reasons to the resident.

31 Adaptations

Adaptations are changes made to a property to ensure residents with disabilities or health conditions can live safely and independently in their homes.

Legal Responsibility

- Local authorities have a statutory duty to provide adaptations for residents living within their borough where these are necessary to meet health, safety, or accessibility needs.
- This duty is delivered primarily through the **Care Act 2014** and the **Housing Grants, Construction and Regeneration Act 1996**, which underpin the provision of **Disabled Facilities Grants (DFGs)**.
- Adaptations may be minor (e.g., grab rails, small ramps) or major (e.g., stair lifts, bathroom conversions, extensions).

Policy Framework

- **Minor Adaptations:** Items such as grab rails and banister stair rails will be treated as repairs and delivered through our standard repairs service.
- **Occupational Therapist (OT) Assessments:**
 - In some situations, residents may be referred to an OT for assessment.
 - If an OT assessment is required, residents will be advised early in the process.
- **Major Adaptations:**
- Larger works (e.g., stair lifts, bathroom conversions, ramps) require an OT assessment.
- It is the resident's responsibility to provide this assessment to their landlord.
- PA will support residents through this process, for example by signposting them to the local authority or GP.

Partnership Working

- PA will work closely with local authorities, occupational therapists, and specialist contractors to ensure adaptations are assessed, funded, and delivered in line with statutory requirements.
- Where adaptations are required in PA properties, we will liaise with the relevant local authority to facilitate timely installation.

Funding Responsibility

- Adaptations should be funded by local authorities, typically through **Disabled Facilities Grants (DFGs)** or other statutory mechanisms.
- As a last resort, PA may carry out adaptations directly where residents safety is at risk and funding routes by local authorities are not available.

Resident Communication and Support

- Residents will be supported throughout the adaptation process, with clear information provided about eligibility, timescales, and responsibilities.
- We will ensure that residents understand whether adaptations are funded through Disabled Facilities Grants, service charges, or other arrangements.

- Vulnerability and individual circumstances will always be considered when prioritising adaptation works.

Vulnerability Considerations

- Adaptations will be prioritised where delays would disproportionately affect vulnerable residents.
- Adjustments will be made in line with PA's **Equity, Equality, Diversity and Inclusion Policy** and **Vulnerable Residents and Reasonable Adjustment Policy**.

Distinction from Repairs

- Adaptations are distinct from repairs. They are improvements made to meet accessibility needs rather than to fix faults.
- Repairs remain PA's responsibility under tenancy or lease agreements, while adaptations are legally the responsibility of the local authority.

32 Decorating your home

All residents are responsible for decorating inside their home. This includes repairing minor cracks in walls, ceilings, doors and joinery fittings. Some repairs we need to conduct may damage your decorations and if this happens, we will make good the damage.

33 Floor Coverings

We are responsible for providing floor coverings in your bathroom, toilet and kitchen. Flooring in all other areas is the resident's responsibility. Sometimes we may need to lift fitted floor coverings to access under the flooring to complete a repair or investigation. We will relay floor coverings that can be put back to the best of our ability. If residents have fitted wooden flooring, tiles, laminate flooring that we cannot refit, we are unable to refit this flooring unless the works arise from an insured event.

34 Insurance

We have buildings insurance to protect us against major incidents such as a fire, flood or structural damage. Our insurance covers damage to our building structure and associated repairs. We do not provide insurance for resident's personal possessions that includes floor coverings, clothing, furniture, fixtures and fittings. Residents are strongly encouraged to have adequate insurance that protects their personal belongings.

35 Resident alterations

If a resident wants to make changes or improvements to their home, for example fitting a new kitchen, they must get our written permission. We will only say no if we have good reason to do so. If we refuse permission, we will tell you why in writing. If we grant permission, we may ask that the work is done in a certain way, or standard, or apply other reasonable conditions. All works must be carried out to a good standard.

36 Resident engagement

- We will publish 'Your Voice', setting out how you can help to improve and influence the services we offer.
- We will provide you with a range of ways to get involved and have your say to suit the way in which you'd like to be involved and the time you can commit to working with us.

- We will use your feedback to improve the services we deliver to you.
- We will offer you choices when we improve your home or change the services you receive.

37 Making a complaint

Sometimes we get things wrong, and when that happens, we want to put them right as soon as we can for you. We want to hear from you about:

- The quality of our service
- Experience with employees
- Something we've done.
- Something we've not done.

If you're not happy with us and we've failed to meet your expectations, we'll always try and resolve your concerns as quickly and as informally as possible. But we know sometimes that's not good enough so it's time to make a formal complaint.

To make a complaint you can either:

- Give us a call.
- Use your My PA account.
- Email us at complaints@pahousing.co.uk
- Fill in an online [Complaint Form](#) on our website

Please do not make a formal complaint via social media.

38 Missed Appointments Compensation

Where a contractor fails to attend an agreed appointment to carry out an agreed repair, the resident will be entitled to a payment of **£30** for each failed appointment.

- **Eligibility:**
 - Compensation applies only in cases of **non-attendance**.
 - It does not apply where the operative is delayed due to traffic or where a previous repair has overrun.
- **Claim Process:**
 - Payments are not made automatically.
 - Residents must submit a claim to receive compensation by contacting us using the information in section 5 of this policy.

This policy ensures accountability from contractors and provides residents with a clear mechanism for redress when agreed appointments are missed.

PA's Compensation Policy sets out how we will manage compensation claims and payments in relation to our repairs and maintenance services. Compensation Policy sets out how we will deal with compensation claims and payments.

39 Legal and Regulatory framework

Landlords of social housing are legally responsible for most repairs in their residents' homes.

Landlord and Tenant Act 1985

- Requires landlords to carry out repairs to:
 - Electrical wiring, gas pipes and boilers
 - Heating and hot water systems

- Sinks, baths, toilets, pipes and drains
- Structure and exterior of the property, including walls, stairs, bannisters, roof, chimneys, external doors and windows
- Section 9A (inserted by the *Homes (Fitness for Human Habitation) Act 2018*) requires landlords to ensure homes are fit for human habitation.
- In determining fitness, regard is given to the property's condition in respect of specified matters, including hazards under the **Housing Health and Safety Rating System (HHSRS)**.
- To be fit for habitation, a home must be safe, healthy, and free from risks that could cause residents serious harm.

Decent Homes Standard

- Registered providers of social housing must ensure homes meet the Decent Homes Standard, meaning properties must:
 - Be free from dangerous (Category 1) hazards
 - Be in a reasonable state of repair
 - Have reasonably modern facilities and services
 - Provide a reasonable degree of thermal comfort
- The Government is currently reviewing the Decent Homes Standard to ensure it reflects modern expectations of a decent home.

We will repair and maintain our homes in line with the following:

- Tenancy agreement
- Lease agreement
- The Decent Homes Standard
- Housing Acts 1988 and 2004
- Landlord and Tenant Act 1985
- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Defective Premises Act 1972
- Environmental Protection Act 1990
- Leasehold Reform, Housing and Urban Development Act 1993
- Equality Act 2010
- Housing Health and Safety Rating System (HHSRS)
- The Gas Safety (Installation and Use) Regulations 1998
- Control of Asbestos Regulations 2012
- The Regulatory Reform (Fire Safety) Order 2005
- The Control of Legionella Bacteria in Water Systems
- IEE Wiring Regulations
- The Control of Substances Hazardous to Health Regulations 1999 (COSHH)
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- The Pressure Systems Safety Regulations 2000
- Information sharing and confidentiality

We will provide information as required in line with relevant law and regulation and collect information (personal data) to enable us to:

- manage and support our relationship with you to comply with legal obligations
- improve our services
- achieve our legitimate business aims

We are committed to complying with data protection legislation when handling your data. You have rights including access to your data and to object to the way it is processed. For more information on how and why we process your data and how you can exercise your rights please view our full Privacy Policy on our website at [Our customer privacy notice | PA Housing](#).

40 Training

All colleagues will receive appropriate training to enable them to carry out their responsibilities as stated in this policy. We will ensure any third-party contractors carrying out any works on the PA's behalf will be qualified to the appropriate standards.

Appendix 1 Repairing responsibilities

Repair Responsibility	PA	Resident
The structure and exterior of your home, including drains, gulleys, external pipes, the roof and coverings, chimney stack, flues, tiles, fascia, soffits and gutters, outside walls, wall finishes, damp proof course.	✓	
Fixtures and fittings we have provided.	✓	
Water, gas and electric supplies, unless it's the utility provider's responsibility, fixed wiring and electrical fittings.	✓	
Communal doors, window frames, window sills, glass, outside doors	✓	
Balconies, walkways, pathways, steps or other means of access, including disabled access which we have provided or for which we have accepted responsibility.	✓	
Boundary walls and fences separating your home from communal areas, and fences between properties.	✓	
Garages and brick-built outbuildings if we provided them	✓	
External painting	✓	
Maintaining play equipment in shared spaces	✓	
Boarding up broken glass in windows and doors externally. Replacing broken glass in windows where a crime reference number has been provided by you.	✓	
Ensuring drains, soil stacks, sewers and toilets are kept clear and unblocked. If toilets are blocked due to misuse, the cost of clearing the blockage may be a recharged to the resident.	✓	
Sheds		✓
Maintaining front and back gardens and landscaped areas where they are provided for exclusive use of a household.		✓
Keeping external areas and pathways clean and free from rubbish	✓	
Decorative paving, patios and hard landscaping fitted by the past or present resident.		✓
Refuse bins to collect waste by the Local Authority		✓
Communal refuse bins to collect waste by the Local Authority	✓	
Repairing and maintaining any equipment we have provided for heating, hot water and sanitation including basins, sinks, baths, toilets, flushing systems, taps, waste pipes, water pipes, boilers, hot and cold water systems, valves, thermostats, storage heaters, water tanks, immersion heaters and cylinders.	✓	
Joinery including doors, windows, stairs, handrails or bannisters	✓	
Ironmongery to windows	✓	
Door locks to external doors	✓	
Kitchen cupboards and worktops	✓	
Electric wiring including sockets, light fittings and switches; excluding resident owned appliances, plugs, bulbs, fluorescent tubes and starters.	✓	

Repair Responsibility	PA	Resident
Internal plaster work where full skim coats are required.	✓	
Damp and mould	✓	
Wall tiling around sinks, worktops, baths and showers	✓	
Vinyl flooring in the kitchen, bathroom and toilet rooms	✓	
Intercom systems	✓	
Mechanical air extraction systems such as extractor fans	✓	
Fire detection systems and carbon monoxide detectors	✓	
Internal decorations and all soft furnishings provided by all residents, all flooring e.g. carpets, laminated flooring etc except vinyl flooring to the kitchen, bathroom and WC areas. This includes the removal to a recognised tip of all unwanted items. - All white goods e.g. cookers, fridges, washing machines provided by residents.		✓
Replacement of door keys (both interior and exterior doors).		✓
Repairing minor cracks to internal plasterwork on walls and ceilings		✓
Replacement of broken or cracked glass if caused by tenant damage (e.g. in an accident).		✓
Replacing light bulbs, fluorescent tubes and starters.		✓
Toilet seats (once tenancy has started).		✓
TV or radio aerials and satellite dishes or other receiving equipment installed by residents and the repair to damage caused during installation or removal.		✓
Doorbells installed by the resident.		✓
Plugs and chains to sinks		✓
Curtain battens, curtain rails, poles etc		✓
Cleaning and descaling sanitary ware, shower head and shower tray. Replacing or repairing flexible shower hose and shower heads. Replacing baths, basins or sinks if damaged by misuse or neglect		✓
Repairing, replacing internal door locks and handles. Fitting or replacing spyglass and door chains.		✓
Installing or replacing draft excluders		✓
Repairing or replacing kitchen units or worktops when damaged by the resident		✓
Unblocking toilets when caused by misuse, sinks, basins, baths and shower outlets when caused by a build-up of hair or soap		✓
Damage caused by the police or other enforcement agencies because of forced access. Any damage to your home because of you or those you are responsible for, including damage caused by property fires.		✓
Structures installed or built by residents		✓
Functional testing of fire detectors, carbon monoxide detectors, or other alarms installed in your home and the replacement of		✓

Repair Responsibility	PA	Resident
batteries.		
Obtaining household contents insurance to cover your belongings		✓