

Repairs Policy

VERSION [1.1]

Version Control

Note: minor updates increase version number by 0.1, major updates increase version number by 1.0.

Version Number	Sections Amended	Date of update	Approved by
1.0	3.4 added, in line with current practice.	01 February 2024	Chief Operating Officer
1.1	Moved onto Abri template (legacy Octavia)	18 February 2026	Responsive Repairs Senior Operations Manager

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¹ Abri will be used throughout this document to refer to all companies within the Abri group.

1 Our approach to responsive repairs

- 1.1 This policy sets out Abri¹'s approach to responsive repairs.
- 1.2 We aim to maintain our homes and properties to a high standard for current and future customers. We provide a modern, efficient customer focused repairs service that offers you value for money.
- 1.3 The repairs policy covers all properties owned by Abri¹, and all repairs that are Abri¹'s responsibility to carry out. If there is any variance between the repairs policy and individual lease or tenancy agreements, the lease or tenancy agreement will take precedence.
- 1.4 This policy aims to ensure our repairs and maintenance service meets all legal and regulatory requirements.

2 What we mean by

2.1 Responsive Repairs

Responsive repairs are repairs carried out to an individual property or a communal area by Abri¹ at the request of the customer or a member of staff. Responsive repairs also include repairs carried out outside of office hours.

2.2 Rechargeable Repairs

A repair that you are responsible for and we have completed on your behalf.

3 What you can expect from our service

- 3.1 We require our contractors to behave politely and courteously towards you, your home and neighbourhood while carrying out work on our behalf. Our contractors will leave the site of repair in a safe, tidy and secure manner.
- 3.2 If we are unable to repair something, we will replace it with our standard fittings and fixtures.
- 3.3 Where possible, we will complete the repair in one visit. However, if further visits are required to complete the repair, we will contact you to agree additional appointment times.
- 3.4 We carry out due diligence checks before we engage a contractor, and check if they are Constructorline accredited. This helps us ensure we only work with fully qualified contractors who are compliant with all relevant legislation.

4 What will happen when you report a repair

4.1 Reporting a Repair

You should let us know promptly if a repair is needed to your property that is our responsibility to fix. You can find a list of repairing responsibilities in your tenancy/lease agreement - for tenants there is also further information in the tenants' handbook, which

can be found on our website: www.octaviahousing.org.uk/for-tenants/repairs-home-maintenance/request-and-track-a-repair

You can report a repair by:

Telephone: 0300 123 1567 (8.30am to 5pm Monday to Friday)

Email: info@octavia.org.uk

4.2 Reporting emergency repairs outside of office hours

We operate an emergency repairs service outside of office hours. By calling 0300 123 1567, you will be directed to our out of hours call handling service who will allocate your repair to one of our contractors on call.

This service is for emergency repairs only. If the matter is not considered an emergency you will be asked to call back during office hours.

4.3 Repair priorities

We prioritise repairs in the following ways:

Emergency	Someone will attend within 24 hours to repair if possible, or otherwise make safe. This is for repairs that are needed to remove immediate danger to people, to make the property secure or to avoid -flooding or major damage to the property. For example, burst pipes, total electrical failure or an unsecured front door are emergency repairs.
Urgent	Someone will attend and carry out the work within 5 working days. This is for work that needs to be done quickly but where there is no immediate health, safety or similar risk. For example, faulty electrical components (not causing health and safety concerns) or broken door entry systems.
Routine	Someone will attend and carry out the work within 15 working days. This is for work inside or outside the home where the problem does not cause immediate inconvenience or present a danger to occupants or the public, but should not wait for planned work. For example, leaking taps, damage to fences or a broken extractor fan.

On occasion, we may not be able to complete work within priority times. This could be because:

- we need to order replacement parts or materials
- replacement parts or materials are delayed due to reasons outside of our control.
- the repair requires us to obtain additional quotes or erect scaffolding
- reasonable access was not given to your property

We will keep you updated with the reasons for any delay and when you can expect the repair to be completed.

4.4 Appointment slots

For emergency works we will ask you to be flexible and will not be able to provide a fixed appointment slot within the 24 hour period.

For most urgent or routine works, we will offer you a morning (AM) or afternoon (PM) - appointment slot when you contact us

- AM appointments are between the hours of 8.30 to 1pm, Monday to Friday
- PM appointment slots are between 1pm and 5pm Monday to Friday

If the repair is more complicated in nature or requires a specialist contractor to do the work, we will take your details and either call you back or send you a letter with the appointment date and time. If you are unable to make the appointment, please contact us to rearrange.

4.5 Access

Where you have given us your mobile telephone number, our partnering contractors (Mears, and Village Heating) will send you a text to confirm when the operative is on their way.

If you are not at home for the appointment, the operative will leave a calling card with details on how to rearrange the appointment.

If the operative is not able to gain access to carry out emergency repairs, they will escalate the matter to Abri¹.

5 Your responsibilities

- 5.1 You will need to provide reasonable access to your home so we can assess and carry out works after agreeing a time and date.
- 5.2 You will be responsible for moving any furniture, fittings, fixtures or belongings to enable us to carry out the repair, and putting them back once the repair is complete. You will also need to lift and relay any laminate flooring or carpet should this be required.)
- 5.3 Our contractors are entitled to carry out their works without being harassed, abused or intimidated and we may take legal action against you if your behaviour is deemed inappropriate.

6 Rechargeable repairs

- 6.1 There are certain repairs around your home that you are required to undertake. You can find details of which ones in your tenancy or lease agreement. If there is an emergency that poses a health and safety risk, and you are unable to undertake the required works, we may agree to carry out these repairs for you and recharge you the cost.
- 6.2 There are other instances where we may charge you the cost of completing a repair such as but not limited to:
 - Wilful neglect or damage - work to repair damage caused by you or a member of your household or a visitor
 - Repairs or major works required to fix any unauthorised alteration or improvements you make in the property

- Second missed appointment - if you miss a second appointment that has been agreed with you and you do not tell us in advance you will not be home or refuse access we will charge the call out fee to you

7 Customer Satisfaction

- 7.1 We monitor the performance of our contractors and use the feedback you provide to help inform improvements to service.

8 How to contact us

- 7.1 The Repairs and Maintenance section of our website provides further information on our service. Call 0300 123 1567 to report a repair or speak to a member of our Customer Contact Team.