Trident Group

a beacon of hope

Responsive Repairs Policy

Department: Property Services

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1.0 POLICY STATEMENT

Repairs and maintenance are one of the most important services offered to residents. It is also a key service by which residents judge the overall service delivery of the landlord. Delivery of a high-quality repairs service is therefore of high importance to Trident Group (Trident) in maintaining good relations and reputation with residents.

2.0 SCOPE OF THE POLICY

This policy describes the activities and responsibilities involved in carrying.

out repairs in circumstances where:

- The repair is the responsibility of the resident; or
- The damage to the property is due to wilful damage, neglect, misuse or
- abuse by the resident, their family, or visitors to the property: or
- The repair is required when moving out of a house to bring it up to an acceptable standard.

3.0 DEFINITION

Responsive Repairs Definition

Responsive repairs are defined in this policy as repairs which are requested by the resident to existing elements of their property. Trident interprets the term Repair as “to put in order and maintain in order”. This does not include providing something that is not already there or improving or replacing it.

Typical examples of Responsive Repairs are.

- Major flooding or burst pipes.
- Total loss of, or major fault with, electricity supply or unsafe electricity fittings
- Minor electrical and plumbing faults
- General joinery repairs
- Roof leaks
- Damp and Mould

Appendices 1 and 2 provide a more extensive list of Responsive Repairs with their corresponding response times, while Appendix 3 outlines the repair areas that Trident is responsible for. In cases where a repair is required due to the tenant's household wilful, negligent, or accidental actions, charges will be applied, and not due to fair wear and tear. Appendix 4 lists the minor repairs that residents are responsible for. For our process in handling Damp and Mould, please refer to Appendix 9.

4.0 LEGAL REQUIREMENTS

Trident’s objective is to deliver a responsive and cost-effective repairs service sensitive to the needs of residents, ensuring that legal and statutory obligations are met. Our aim is providing residents with an efficient day to day repairs service that is responsive to their needs. As a social landlord Trident will make sure that homes comply with the Decent Homes Standard, are maintained in a good state of repair and structurally sound and weather tight, with hot water and heating. As a landlord we are legally obliged to keep our properties in a decent state of repair. The key legislation relating to this obligation is as follows:

- Landlord and Tenant Act 1985: This Act imposes on landlords an obligation to carry out basic repairs, including the structure and exterior of the property and installations for the supply of water, gas, and electricity, and for sanitation and space heating and heating water. There is also an implied covenant to maintain the property in good order.
- Defective Premises Act 1972: Section 4 of this Act places a duty on the landlord to take reasonable care to ensure that anyone who might be expected to be affected by defects in the property is reasonably safe from injury or damage to their property.
- Environmental Protection Act 1990: This Act makes provision for the control of premises which are prejudicial to health or a nuisance. This legislation means TSIG may become liable for damages and compensation to tenants and their

families who suffer because of failure to maintain properties so as not to be prejudicial to health or a nuisance.

- Homes (Fitness for Human Habitation) Act 2018 The Act applies to the social and private rented sectors and makes it clear that landlords must ensure that their property, including any common parts of the building, is fit for human habitation at the beginning of the tenancy and throughout.

5.0 ORGANISATIONAL ARRANGEMENT

Right to Repair

The right to repair scheme sets out a list of repairs, known as 'qualifying repairs' which must be done within a certain time limit. These are small repairs which can be done quickly and easily, or urgent repairs where there's a possibility your health, safety or security could be affected.

If a repair is not completed within the time limit, you can ask Trident to find another contractor to complete the repair. If the repair is still not completed within a certain period, you will be entitled to claim compensation.

Under the scheme, residents must allow Trident access to carry out the works. For a list of qualifying repairs and timescales see Appendix 5.

Batched Repairs

To continue to make improvements and to provide value for money the Responsive Maintenance Service offer a batched repairs programme. Certain types of repairs, mainly external works where there is no risk to health and safety and no imminent risk to the fabric of the building, will be batched together by area. We will complete all batched repairs within 12 weeks of reporting the repair.

You will be notified when you report a repair if it is to be included in the Batched Repairs Programme and we will contact you again 2 weeks prior to visiting your area.

Examples of batched repairs can be found in Appendix 6.

Reporting Responsive Repairs

Trident will aim to make it as easy and as accessible as reasonably possible for residents to report repairs. A range of ways to report repairs will be offered including:

- A Free phone telephone number available 24 hours a day, 7 days a week. During the Association’s usual office hours this is connected to the Resident Services Team located at Trident Head Office. Outside of office hours all calls are taken by the Central Control Team located in the foyer at Trident House
- Via the website
- Via e-mail
- In person at a sheltered scheme and hostel
- To any member of Association staff

All telephone calls made to the free phone telephone number are logged on a Resident Relationship Management (CRM) system so that a clear audit trail is available.

Prioritising Responsive Repairs

Responsive repairs will be prioritised as Emergency or Other Repairs.

Emergency Repairs are those where life, serious injury or damage to persons or property is threatened. In the event of an emergency the issue will be attended to within a maximum time frame of 24 hours. Trident will provide a free 24-hour emergency service for use by residents. Outside of normal officer hours, the Trident's switchboard will revert to a dedicated emergency call handling provider who will assist residents with resolution of their emergency faults.

Examples of emergency repairs can be found in Appendix 1.

All other responsive repairs will be prioritised for response in accordance with the following criteria and discussion with the resident:

- Vulnerability of the resident – (for example, does the resident's situation increase the urgency?).
- Seriousness of the fault – (is it an urgent matter or can it wait for several days?).
- Access to property – (is access restricted to a certain time or day?).
- Personal choice (to accommodate collection of children from school, working hours, caring responsibilities etc.).
- Operational capacity (such as availability of operatives, materials etc.).
- Response times for all non-emergency responsive repairs will be discussed with the Resident and the next suitable appointment slot offered and agreed.

For example, a non-emergency situation where the fault is causing serious inconvenience, and the resident is in a vulnerable situation would receive higher priority than where the resident is less vulnerable or where the fault is less severe. Alternatively, if the fault is not serious, an appointment may be offered for several days later in accordance with the above criteria.

This approach to response timing has been arrived at following consultation with residents to design a repairs service that is balanced between resident service and value for money.

Examples of 'other' responsive repairs can be found in Appendix 2

Inspections

When a solution to a repair fault cannot be clearly defined, an inspection appointment will be offered to diagnose the fault. This inspection visit will result in, either a repair order to resolve the fault, advice may be given or that improvement works to the element of the property subject to inspection will be included in a defined investment programme.

Dependent upon the issue, diagnostic inspection appointments will be offered and attended to within a maximum of 10 working days of the request. If any change to the appointment time must be made, then the resident will be kept fully informed.

Completed repairs will be inspected for quality on the following basis:

- By volume – a variable but usually 10% sample of jobs
- By value – all repairs costing over £250.
- By resident complaints – monitoring complaints of quality workmanship, attitude of contractor, cleaning up after work done etc.

As part of our commitment to ensuring high-quality service, Trident has partnered with an independent company, TLF Research, to conduct transactional repair satisfaction surveys following the completion of repairs in a resident's home. These surveys consist of 12 questions aligned with Tenant Satisfaction Measures, and residents will be contacted within 48 hours of their repair being completed.

TLF Research will collect the data as follows:

- Twice weekly email web surveys, distributed with one reminder email.
- Twice weekly SMS-linked web surveys, distributed with one reminder.

Trident will receive survey responses via a dedicated repairs results portal. This portal will include monthly tracking charts, customer comments, and the ability to export data for further analysis.

Reactive Capital Works

Capital responsive works refer to larger repairs and improvements that are not considered part of routine maintenance or minor repairs. These types of works often require a more significant investment of time and resources and may involve replacing or upgrading major elements of a property such as kitchens, bathrooms, or windows.

The responsibility for managing capital responsive works falls on the repairs team, who will respond reactively to repair requests and manage projects accordingly. This may involve coordinating with contractors, sourcing necessary materials and equipment, and ensuring that repairs are completed to a high standard and in a timely manner.

Given the larger scope and scale of these types of works, they often require careful planning and coordination to ensure that disruptions to residents are minimised, and that the works are carried out efficiently and effectively.

The repairs team will work closely with both the capital investment Team and residents to communicate updates and ensure that their needs are considered throughout the process.

Repair Appointments

Individually agreed appointments will be made with residents for all non-emergency and non-communal area responsive repairs. An appointment time slot will be agreed for when the operative will arrive to commence the repair. Trident's target is to meet all the appointments it makes.

We offer a variety of appointment slots which can be found in Appendix 7.

If we need to change an appointment, we will give you at least two hours' notice. If residents need to change an appointment, we will request as much notice as possible.

Faults (28 working Days Promise)

Although most repairs will be resolved within several days and on the first visit, this is not always the case in more complex circumstances. Through listening to our residents Trident is aware that it is unreasonable for any responsive repair to remain unresolved for longer than 28 working days.

Resolving the fault that is causing a responsive repair may require more than one visit, for example.

- An emergency repair is made safe and further work is required to fix it.
- E.g., making good a ceiling following a leak.
- Follow up work may be required where specialised or manufactured items are needed.
- E.g., replacing a non-standard door or window that cannot be repaired.
- Follow up work maybe required where the initial repair uncovers substantial further work to resolve the fault.
- E.g., clearing a blocked drain uncovers a drain collapse.
- Major roofing work is uncovered that cannot wait for an improvement programme.
- A follow up inspection is required after the initial repair visit to understand or explain the need for further work.
- E.g., Discovery of wear and tear to paths or other external work that may be placed in a future improvement programme.
- Or making safe a boundary fence may result in an inspection to include the fence in a future replacement programme.

In circumstances such as these, the resident will be kept informed and additional appointments made to inspect or carry out work to resolve the fault. Our aim is to ensure that the cause of the initial repair is resolved and / or the resident is made aware of any further work that will be carried out in a future improvement programme. Our target is to resolve all repairs in this manner within 30 days of the initial repair diagnosis. The 30-day period will be measured from when the repair is initially diagnosed. This will be at first point of contact with our Customer Service Centre or when a repair order is raised following a diagnostic inspection. The period will end when the area of fault is returned to working order and fit for purpose, or when future is explained to the resident.

6.0 MONITORING AND REVIEW

This procedure will be reviewed periodically by the Trident Group and should not be regarded as a complete or authoritative statement of the law. Developments in case law might affect the rights described and the interpretation of the law in practice by employment tribunals and courts.

Trident will implement a quality management and control system in relation to the repairs service. We will record and monitor all responsive repair requests to show in particular:

- Repairs appointments made and kept.
- Repairs completed at first visit.
- Emergency Repairs completed in target.
- Other repairs completed in target.
- Satisfaction levels with the Responsive Maintenance service

Other performance data will be collected from time to time and our headline performance information will be published and made available to residents via our newsletters and website. Targets will be reviewed at least annually with the intention of driving up overall standards of performance.

Best Practice – The Code of Conduct

All Responsive Maintenance staff visiting residents in their homes will adhere to the code of conduct which can be found in Appendix 8.

7.0 Training

On-going training will be provided to all staff working in the Responsive Maintenance service. This will cover, but is not confined to:

- Repairs ordering – ensuring accuracy of repairs orders and general resident care issues.
- Asbestos awareness
- Health and safety issues
- Equality and diversity
- Use of IT systems to support the service.
- Opti-Time Scheduling
- Emergency Calls
- Contractor selection

8.0 Appendices

Repair Priorities

Repairs Responsibilities

Repairs Responsibilities for

Right to repair

Batched Repairs

Appointment Slots

Code of Conduct

Damp and Mould

Appendix 1: Repair Priorities

Emergency Repairs – 24-hour response

- Gas leak or smell of gas (call Cadent)
- Major water leak, such as a burst pipe or severe flooding
- Total loss of electricity supply
- Absence of heating in winter or when temperature drops below 10 degrees.
- Blocked or overflowing toilet or drain, especially if there is only one in the property.
- Structural damage that poses an immediate risk to safety, such as a collapsed ceiling or wall
- Broken or missing locks on external doors or windows that leave the property unsecure.
- Serious fire damage or risk of fire, such as exposed wiring or electrical faults
- Lift failure in high-rise buildings
- Any issue that poses an immediate risk to health or safety, such as exposure to asbestos or carbon monoxide.
- Severely damaged or collapsed roof or chimney.
- Total loss of water supply
- Blocked flue or chimney causing smoke or fumes to enter the property.
- Major pest infestation that poses a health risk, such as rats or bed bugs
- Blocked or damaged sewer line, causing sewage to back up into the property.
- Major structural damage to external walls or windows, leaving the property unsecure.
- Any electrical fault that presents an immediate risk of electrocution or fire
- Failure of essential equipment or appliances, such as a boiler or oven, especially in winter months
- Damage or obstruction to the property's only means of access, such as a collapsed or blocked driveway.

- Dangerous fallen trees or branches that pose an immediate risk to safety or property damage.

Appendix 2:

Repair Priorities

Routine Repairs – Appointment to suit situation.

- Minor plumbing leaks or defects
- Blocked drains, sinks, basins, bath, toilet
- Defective cistern or overflow
- Minor electrical and plumbing faults
- Roof leaks
- Failure of entry phone
- Removal of graffiti
- Faulty extractor fan/communal TV aerial
- Damage to stair treads, handrails, or banister.
- General joinery repairs
- Repairs to doors, floors, windows, external and internal walls, paths, and fences bordering roads and footpaths, slates and tiles and defective flooring.
- Repairs to and unblocking of gutters/down pipes.
- Repairs to kitchen fittings and tiling
- Easing doors and windows
- Blocked gutters
- Other minor day-to-day repairs.

Appendix 3: Repairs Responsibility

Repairs we are responsible for:

- Trident is responsible for maintaining the structure and fabric of the building, which includes keeping the following in good working order:
- The structure and fabric of your home and communal areas, including windows, roofs, doors, pipes, gutters.
- Structural fixtures and fittings of the building, including internal doors, kitchen units.
- sanitary ware, internal joinery, cupboards, and fireplaces
- All water, gas, electric, sanitation, space and water heating systems installed by Trident.
- Communal lighting
- All firefighting and detection equipment supplied by Trident.

Appendix 4:

Repairs You Are Responsible For

There are some repairs which residents are responsible for. These include:

- All internal decoration, including minor plaster faults and cracks. (Except after certain major improvements): Residents are responsible for maintaining the internal decoration of their home, including minor plaster faults and cracks, except after certain major improvements when the landlord may take responsibility for redecoration.
- Replacing domestic electrical fuses, light bulbs, and fluorescent tubes: It is the resident's responsibility to replace domestic electrical fuses, light bulbs, and fluorescent tubes as needed.
- Sweeping the chimney regularly to prevent fires: Residents with a fireplace or chimney are responsible for sweeping it regularly to prevent fires.
- Helping to prevent water tanks or pipes freezing: Residents are responsible for taking reasonable measures to prevent water tanks or pipes from freezing during cold weather.
- Clearing blockages to wastes traps and WC's that have been caused because of improper use e.g. grease nappies etc.: Residents are responsible for clearing blockages to waste traps and toilets that have been caused by improper use, such as flushing inappropriate items down the toilet.
- Replacing lost keys: If a resident loses their keys, it is their responsibility to replace them.
- Cleaning baths, toilets, wash basins and other bathroom fittings: Residents are responsible for cleaning their bathroom fixtures and fittings.
- Repairing showers that you have installed yourself or any alterations made by you to the property, with or without the Association's permission: If a resident has installed their own shower or made alterations to the property with or without permission, they are responsible for repairing any issues that arise.
- Any repair caused by the neglect, misuse, wilful or accidental damage by you or anyone living in or visiting your home: Residents are responsible for any repairs caused by neglect, misuse, wilful or accidental damage by themselves or anyone living in or visiting their home.
- To do minor repairs and replacements. These are repairs that require no technical ability and use common household tools: Residents are responsible for minor repairs and replacements that require no technical ability and can be done with common household tools.
- To keep Gardens and shared areas tidy and free of rubbish: Residents are responsible for keeping their gardens and any shared areas tidy and free of rubbish.
- To redecorate the inside of your home as often as required: Residents are free to redecorate the inside of their home as often as they would like.
- To protect your own possessions, we recommend that you take out home insurance in case they become damaged: It is the resident's responsibility to protect their own possessions, and the landlord recommends taking out home insurance to cover any damages.
- To report repairs promptly and let us know if you are worried about anything in your property: Residents are responsible for reporting repairs promptly and letting the landlord know if they are worried about anything in their property.

- Sink blockages, replacing sink plugs and chains: Residents are responsible for clearing sink blockages and replacing sink plugs and chains.
- Tightening when loose and re-attaching hinges, drawer fronts, runners, shelves, and backs: If any hinges, drawer fronts, runners, shelves, or backs become loose, it is the resident's responsibility to tighten them or re-attach them.
- Fixing and replacing cupboard and door handles: Residents are responsible for fixing or replacing cupboard and door handles.
- Any items owned or installed by you: Any items that a resident owns or has installed themselves are their responsibility to maintain.
- If you want to make any changes or improvements to your home (including drilling into walls or ceilings) then you must ask: Residents must seek permission before making any changes or improvements to their home, including drilling into walls or ceilings.

Appendix 5

The Right to Repair is a policy that guarantees tenants the right to have certain repairs carried out within a specified timeframe. The following is a list of repairs that qualify for the Right to Repair and their corresponding response times:

- Total loss of electric power - 1 day: If there is a complete loss of electric power, it must be fixed within 24 hours.
- Partial loss of electric power - 3 days: If there is a partial loss of electric power, it must be fixed within 3 days.
- Unsafe power or lighting socket, electric fitting – 1 day: Any unsafe power or lighting socket or electric fitting must be repaired within 24 hours.
- Total loss of water supply – 1 day: If there is a complete loss of water supply, it must be fixed within 24 hours.
- Partial loss of water supply – 3 days: If there is a partial loss of water supply, it must be fixed within 3 days.
- Total or partial loss of gas supply – 1 day: If there is a complete or partial loss of gas supply, it must be fixed within 24 hours.
- Blocked flues to open fire or boiler – 1 day: Any blocked flues to open fire or boiler must be repaired within 24 hours.
- Total or partial loss of space or water heating between 30 Oct and 1 May – 1 day: If there is a complete or partial loss of space or water heating between 30 October and 1 May, it must be fixed within 24 hours.
- Total or partial loss of space or water heating between 30 April and 1 Nov – 3 days: If there is a complete or partial loss of space or water heating between 30 April and 1 November, it must be fixed within 3 days.
- Blocked or leaking foul drain, soil stack or (where there is no other working toilet in the house) toilet pan – 1 day: Any blocked or leaking foul drain, soil stack, or toilet pan where there is no other working toilet in the house must be fixed within 24 hours.

- Toilet not flushing (where there is no other working toilet in the house) – 1 day: If the toilet is not flushing and there is no other working toilet in the house, it must be fixed within 24 hours.
- Blocked sink, bath, or basin – 3 days: Any blocked sink, bath, or basin must be repaired within 3 days.
- Tap which cannot be turned – 3 days: If a tap cannot be turned, it must be fixed within 3 days.
- Leaking from water or heating pipe, tank, or cistern – 1 day: Any leaking from water or heating pipe, tank or cistern must be repaired within 24 hours.
- Leaking roof – 7 days: If there is a leaking roof, it must be fixed within 7 days.
- Insecure external window, door, or lock – 1 day: Any insecure external window, door or lock must be fixed within 24 hours.
- Loose or detached banister or handrail – 3 days: Any loose or detached banister or handrail must be repaired within 3 days.
- Rotten timber flooring or stair treads – 3 days: If there is rotten timber flooring or stair treads, it must be fixed within 3 days.
- Door entry phone not working – 7 days: If the door entry phone is not working, it must be fixed within 7 days.
- Mechanical extractor fan in internal kitchen or bathroom not working – 7 days: If the mechanical extractor fan in the internal kitchen or bathroom is not.

Appendix 6:

Batched repairs refer to a maintenance approach where multiple similar repairs are grouped together and addressed in a single work order. This method allows for more efficient use of resources and reduces costs by minimising the need for multiple visits to the same property.

Examples of batched repairs may include:

- Repairs to external doors
- Repairs to window frames Repairs to external plastering and rendering (subject to weather conditions)
- Repairs to soffits, fasciae, and rainwater pipes/gutters
- Repairs to fencing and gates*
- Replacement of broken-down double-glazed units
- Roof work and repairs to chimney stacks
- Repairs to concrete footpaths and flagging’s
- Repairs to canopies and porches
- Repairs to outhouse doors
- Repairs to brickwork pointing.

By grouping these repairs together, the repairs team can complete them in a more efficient manner, reducing disruption to residents and minimising costs for the landlord. However, it is important to note that batched repairs may be subject to weather conditions or other factors that could affect the timeline for completion.

Appendix 7: Appointment Slots

Appointment slots that Trident offers are:

- A.M 08:00 – 12:00 Monday to Friday
- School Run 10:00 – 14:00 Monday to Friday
- P.M 14:00 – 17:00 Monday to Friday

Appendix 8:

Code of Conduct

To provide the best service to residents, Trident expects all staff working in the Responsive Maintenance service, including those of sub-contractors, to adhere to a code of conduct that ensures the highest standards of resident care. It is important that these standards are consistently delivered by all staff involved in works carried out in residents' homes. The code of conduct includes the following guidelines:

- Always carry a mobile phone or personal digital assistant (PDA) to ensure that issues regarding works or appointments can be resolved quickly and efficiently.
- Keep to allotted appointment times with the resident. Inform the resident in advance that you are booked in to attend the appointment and that you are on route.
- Phone the resident immediately if it becomes clear that you will be late for an appointment, apologise and agree on a later arrival time or another date.
- Confirm any alternative appointment with the resident and, at the same time, with the Customer Service Advisor and your line manager.
- Appearance and Proof of Identity
- Be tidily dressed, wear the designated uniform and protective clothing.
- Display an identity card and give a clear and full introduction when visiting a resident.
- Ensure that there is someone over 18 years old present before entering the property. If there isn't, do not enter and report back to the Customer Service Advisor.
- Do not enter the property unless a suitable authorized person is present.
- Respect for the Resident
- Be polite, treat the resident with courtesy and respect.
- Consider elderly, disabled or unwell residents, such as allowing them enough time to get to the front door.
- Be friendly, welcoming, and helpful, but avoid inappropriate familiarity.
- Do not use language that is likely to cause offense.
- Explain to the resident what work needs to be done and how long it should take. It is important to manage expectations about the nature of the work specified.
- Do not make promises to residents regarding further works.
- Do not enter disputes with the resident, just leave the property and report back to your line manager.

Appendix 9

Damp and Mould

Trident Group (Trident) is committed to ensuring a safe and healthy living environment for our residents. As part of this commitment, we have developed a comprehensive Damp and Mould Policy to monitor and manage damp-related issues in our properties.

When damp is reported by a resident or identified during an inspection, we will follow our policy to ensure that the issue is properly investigated and addressed. Our policy outlines the steps that will be taken to identify the cause of the damp, assess the level of risk to the health and safety of our residents, and determine the appropriate course of action in line with Awaab's Law which has been in force since 27 October 2025.

Under Awaab's Law, social landlords are required to investigate hazards, particularly those related to damp and mould, within 14 calendar days of being reported. If a significant hazard is identified, repairs must commence within 5 working days. All repairs must be completed within a reasonable timeframe, which must not exceed 12 weeks unless exceptional circumstances apply. Emergency hazards, defined as imminent and significant risks to health or safety, must be addressed within 24 hours.

Landlords must also maintain clear and consistent communication with tenants throughout the process and consider any vulnerabilities that may affect the household. Trident Housing Group has aligned its procedures with these requirements. Trident Group categorises hazards into Category 1 (serious) and Category 2 (less serious), and uses the Snap Inspect Red Amber–Green system to assess severity. A structured five-letter communication process ensures tenants are kept informed at every stage. Where necessary, residents are decanted to ensure their safety during repairs.

Depending on the severity of the issue, we may take immediate action to address the source of the damp and make any necessary repairs. In other cases, we may need to conduct further investigations or work with external contractors to develop a long-term solution.

Throughout the process, we will keep the affected resident(s) informed of our progress and provide them with information on how to prevent future occurrences of damp and mould in their home.

By following our Damp and Mould Policy, we aim to provide our residents with a safe, healthy, and comfortable living environment, while also protecting the long-term integrity of our properties.