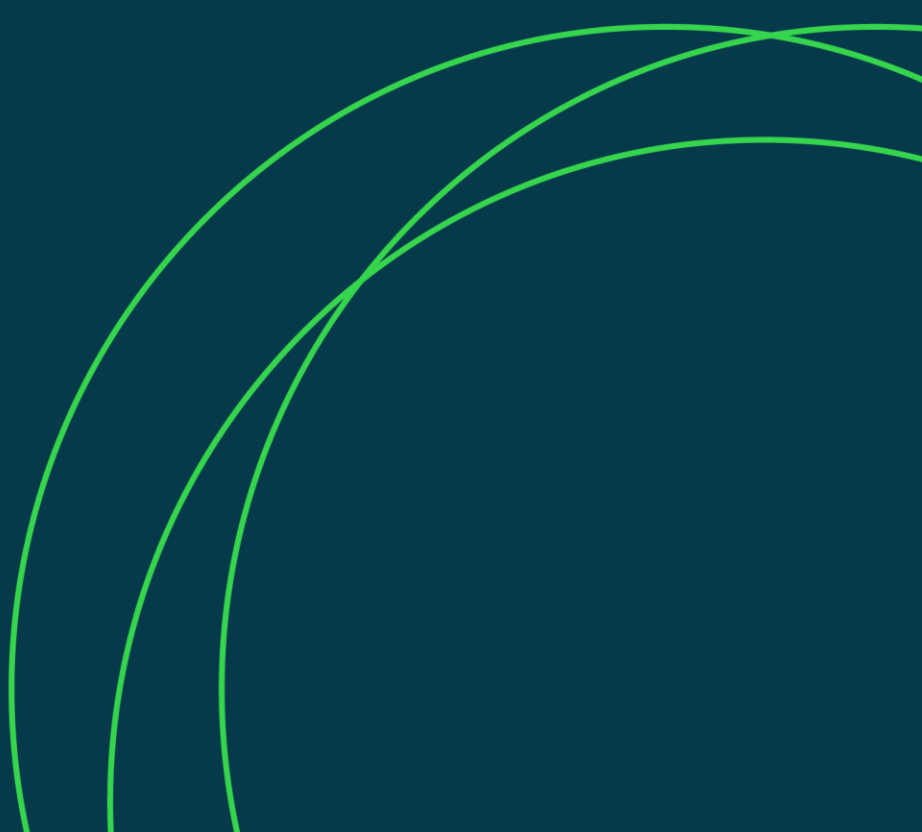




Sparrow
Shared Ownership

Repairs Policy

CODE: AMH 28.0
VERSION: 1.0
CREATED: November 2024
REVIEW: August 2027
AUTHOR(S): Homeowner Services Manager



Repairs Policy

1. Our policy statement

- 1.1. Sparrow Shared Ownership Limited (Sparrow) aims to provide high quality homes for our customers to enjoy but we understand that from time to time repairs will be required to the blocks we own and manage. We are committed to delivering a reliable repairs service to make sure you are comfortable, and your home is safe to live in.
- 1.2. We will make sure our blocks are well maintained and provide an efficient and convenient repairs service.
- 1.3. Where third parties such as managing agents are responsible for repairs, we will communicate and work closely with them to ensure the service you receive is satisfactory.
- 1.4. We recognise that a successful repairs service delivers value for money and is also customer focused.
- 1.5. Our trained staff and contractors aim to deliver excellent customer care throughout the process and to achieve high levels of customer satisfaction. If you are unhappy with the quality of a repair or do not think it has been completed fully, we encourage you to contact us to let us know quickly so that we can put things right.
- 1.6. We carry out communal repairs only. You are responsible for carrying out repairs in your home as per your individual lease agreements.
- 1.7. Shared owners of houses are responsible for all repairs and maintenance on their homes. Shared owners and leaseholders of flats are typically responsible for all repairs and maintenance of their properties unless your lease says otherwise. It can sometimes be the case that responsibilities for the external doors, windows and balconies (As examples) for individual flats remain with Sparrow as the landlord. We will refer to the individual leases to check this.
- 1.8. We recognise that communal areas can be damaged accidentally as part of day to day living. However sometimes we will recharge individual homeowners for a repair if there is evidence that it is due to deliberate damage.
- 1.10. Our repairs service complements our planned and cyclical maintenance programmes to make sure our buildings are well maintained. We use the information gathered from repairs to help inform our investment decisions.
- 1.11. We will work in partnership with you, listen to your feedback, check our work is of a high quality and use our data to monitor our performance and shape our future service.
- 1.12. We will act in accordance with the Housing Disrepair Protocol, which is the process that we should follow in the event of a claim of disrepair and we will monitor disrepair performance to drive efficiency.
- 1.13. This policy has been developed in line with the following acts and standards:
 - The Housing Health and Safety Rating System
 - The Home Standard
 - Homes (Fitness for Human Habitation) Act 2018
 - Care Act 2014

- Housing Acts 1988,1996,1998 and 2004
- Right to Repair Regulations 1994
- Leasehold Reform, Housing and Urban Development Act 1993
- Landlord and Tenant Act 1985
- The Defective Premises Act 1972.

2. The scope of this policy

- 2.1. This policy applies to Sparrow's repairs and maintenance service the blocks we manage.
- 2.2. This policy refers to the activities and repairs delivered by Sparrow or any of its delivery partners or contractors.
- 2.3. This policy covers 'responsive repairs' which are day-to-day maintenance works to your home, not extensive/large scale works which we call 'planned works' or 'major works'.
- 2.4. This policy does not cover alterations or improvements to your home which you may need permission to carry out.
- 2.5. This policy does not cover pest control or compliance activities including servicing of components within blocks and homes.
- 2.6. This policy does not apply to new build homes and repairs that are covered by the Defects Liability Period. These are for the developer to repair; the liability expiry date is detailed in each new home user guide.

3. Equality and diversity

- 3.1. Sparrow is committed to make sure all services are accessible to all our residents. Our staff will be trained to communicate appropriately with you, and they have the relevant information and access to translation services to make sure they fully understand you.
- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristics defined within the Equality Act 2010.
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio files.

4. Delivery of this policy

- 4.1. This policy should be read alongside:
 - Home Improvements Policy
 - Damp, Mould and Condensation Policy
 - Emergency Accommodation, Permanent and Temporary Moves Policy.

- 4.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Responsive Repairs and Voids Team.

5. Policy review

- 5.1. We will review this procedure at once least every three years to make sure it remains relevant and accurate unless:
- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
 - We identify any problems or failures in this policy as a result of stakeholder feedback, complaints, or findings from any independent organisations.

VERSION	CHECKED BY	AMENDMENTS	APPROVED AT/BY	DATE OF APPROVAL	PUBLISHED BY	DATE OF REVIEW
1.0	Homeowner Services Manager	New Policy	Board	Nov 24	Office Management	Nov 27

Appendix A – Repair Responsibilities

Our Responsibilities

We will make sure the structure of the building and any shared areas if you live in a flat are well maintained and repaired where necessary. This is a broad definition and your lease will set out exactly what we are responsible for. If your home is a house we have no repair responsibilities.

We will also maintain any service installations we have provided for supplying water, gas or electricity, and for heating, hot water and sanitation (If any) in the common parts.

Your Responsibilities

As a homeowner you are responsible for the contents of your home and garden, all interior repairs, maintaining the internal decoration of your home, and keeping your home and grounds clean and tidy.

If your home is not maintained to an acceptable standard, either through damage or neglect, you

are required, under the terms of your lease agreement, to put the situation right. If we are made aware that your home is in a state of disrepair we may service notice on you to remedy the disrepair and possibly take legal action against you to force you to repair the property or to allow us to step in and make the repairs ourselves. If we have to take any action against you we will recover our costs incurred to do this from you.

Appendix B – How quickly will your repair be carried out

Prioritising repairs

We will prioritise repairs we are responsible for depending on how serious they are. Some repairs are more urgent than others so these are given priority even if they are reported after other repairs.

Emergency repairs

Our contractor aims to attend and make safe emergency repairs within 24 hours of the report to Sparrow. An emergency repair is one that represents an immediate danger to our residents or the public, or would jeopardise the health, safety or security of our residents or where further damage will be caused if the repair is delayed.

Examples of emergency repairs are flooding, fire or storm damage, electrical failure or a major electrical fault, lift breakdowns and, for elderly or vulnerable residents, loss of heating in winter.

Routine repairs

Our contractor will aim to deal with routine repairs within 20 business days of the report to us.