

1. What is the purpose of this policy?

This policy outlines our approach to the repair and maintenance of our customers' homes and communal areas. Our goal is to ensure that all properties owned and managed by bpha are safe and well-maintained.

2. Who is this policy for?

This policy applies to all properties owned and managed by bpha.

This policy applies to all homes and communal areas where we have a repair responsibility under statute, regulation, or contractual obligation, for example our tenancy or lease agreements.

This policy applies to all customers of bpha including tenants, leaseholders, shared owners, as well as bpha colleagues and contractors acting on our behalf.

3. What are the main principles of this policy?

We will:

- Offer clear service standards for all areas covered by this policy
- Prioritise all health and safety issues
- Ensure value for money services through both external procurement and challenge to our in-house costs
- Engage and involve customers when designing and/or re-tendering services covered in this policy
- Ensure customers are aware of their individual responsibilities in relation to their home and the surrounding areas

4. What services does this policy cover?

When we say 'repair' in this policy, we refer to a maintenance activity for which we have a responsibility, where we restore something damaged, faulty, worn out, or may have been assessed as a hazard, as defined by the Housing Health and Safety Rating System (HHSRS). We sometimes call these responsive repairs, reactive repairs, day to day repairs, or small works repairs.

We also carry out programmes of work which we have planned in advance – for example replacing kitchens, bathrooms, painting communal areas. We call these planned and cyclical maintenance, and these are not covered in this policy.

5. Who is responsible for repairs to my home?

If you rent your home from us, we will carry out most repairs to your home, excluding those identified as customer responsibility in appendix 1 or repairs that are as a result of damage caused by a customer, their family, guests or pets.

If you are a homeowner (leaseholder and/or shared owner), you will be responsible for most repairs to your home. You can find information about repairs to your home in your lease. The section of this policy on communal repairs is most relevant to you, see section 13.

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------

Repairs Policy – PS019

If you live in a block of flats and bpha owns the block, bpha will be responsible for repairs to the structure and to communal areas, including any communal outside areas that bpha owns, see section 13 and appendix one. Communal areas and external areas can also be owned and/or managed by third parties, including local authorities and estate management companies. They will be responsible for repairs in areas they own.

Utility companies will be responsible for carrying out repairs up to the utility meter for the home or for the block.

6. How do I let you know about repairs?

You can let us know about the repairs required in your home or communal areas (both internal and external) by contacting bpha through one of our various contact methods that we provide. More information on how to report repairs can be found in appendix two.

7. How do I let you know about any specific needs or requirements individual to me or my household that may affect a repair I am reporting?

Should you have any specific needs or requirements that may affect how we respond to certain repairs or repairs in general, we would ask that you make us aware so that we can update our system information, and we will hold this information within our service guidance section. This will help our teams ensure that we accommodate your specific needs and work with you to ensure the repairs in your home are completed successfully. Further information can also be found in our Vulnerability Policy.

We will offer support to those customers who need help to provide access to their home. We understand that large repairs can be disruptive, and we will work with customers to ensure support is available. Details of how we do this can be found in our Customer Reasonable Adjustment Policy. All customers can be accompanied by an advocate or an individual they trust at all stages of the repairs process from reporting a repair through to job completion in their home.

8. How are my repairs diagnosed and when can I expect my repair to be completed?

Our repairs team are trained in repair diagnosis, and they will use these skills to guide you through a series of questions to help us establish a correct diagnosis in order that we send the right trade and team to complete your repair. We will always offer you the next available appointment but understand that you have commitments, and we will always try and arrange a repair at a time that is convenient to you. If your repair is assigned to one of our approved contractors, we will inform you of the order number, and they will contact you directly to make the appointment.

Dependant on the type and nature of the repair being reported, and what bpha need to do to fix that repair, our repairs team will use their training and knowledge to assign the correct repairs category and timescale. This may be adjusted in line with our Customer Reasonable Adjustment Policy dependant on your individual circumstances and needs as set out in this policy.

Our repairs categories, definitions and timescales are detailed below.

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------

Repairs Policy – PS019

Emergency repairs

Emergency repairs are those repairs that we have assessed to put the health and safety of you, your family, other customers or a third party at immediate risk; or that affects the structural stability, integrity or basic security of the property.

Some examples of emergency repairs are: a gas leak; total loss of electric power or water; building impact damage or other dangerous structural faults; making your home secure should a window break or an entrance door has become unsecure in your home; an uncontrollable leak; extensive damp or mould in your main living areas, entrapment in a lift, etc.

Depending on the severity of the issue, we aim to visit within four (4) hours but will make safe within twenty-four (24) hours of the issue being reported. Follow on works may be required beyond the emergency visit which may be completed under another repair category.

Urgent repairs

Urgent repairs are those repairs which we have assessed as being required to prevent a safety hazard occurring.

Some examples of urgent repairs are: partial loss of electric power or water; no heating or hot water during the winter months (October to March).

We aim to attend and complete urgent repairs within seven (7) calendar days of an issue being reported. If, however following our urgent repair visit we require follow on works to source specialist materials or the extent of the works grows in nature we may reclassify the assigned repairs category to either routine or non-routine dependant on our findings.

Routine repairs

Routine repairs (sometimes known as appointed repairs) are smaller repairs that can be completed in under four hours and generally within one visit.

Some examples of routine repairs are: leaking gutters; containable leaks; dripping taps; minor carpentry repairs; faulty extractor fans.

We aim to attend and complete routine repairs within twenty-eight (28) calendar days of an issue being reported. If, however during the routine repair visit the extent of the works required turns out to be more complex in nature, require specialist materials or parts, requires additional trades to attend, or the time needed to complete the repair extends beyond the definition above, we will reclassify the assigned repairs category to non-routine. Should this happen, we will always explain the reason, what you can expect to happen next, the new timescale for completion that we are working to, and we will work closely with you to coordinate appointments and try to accommodate your personal circumstances where possible.

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------

Repairs Policy – PS019

Non-routine repairs

Non-Routine repairs (sometimes known as small works or programmed repairs) are those that bpha consider are more complex in nature, that require longer than four hours to complete the works, may require multiple visits/trades, and specialist non-standard materials that require ordering. These will typically be identified by bpha during a repair's inspection or during an attended appointment as described above.

Some examples of non-routine repairs are renewal of doors and windows; roof repairs which require scaffolding; structural repairs; major bathroom repairs; large scale plasterworks and repairs to ceilings and walls, renewal of fencing and gates, extensive works to patios, driveways, and paths.

We will aim to complete these repairs within ninety (90) calendar days of an issue being identified as non-routine repair. We will work closely with you to ensure that you understand the works required, the sequencing of the works, the timescales involved, and we will work closely with you to coordinate appointments and try to accommodate your personal circumstances where possible.

Where our repairs team are unable to complete a successful diagnosis or where they feel you would benefit from an inspection taking place prior to any repairs being raised, they will raise an order for a bpha surveyor or inspector to attend. They will offer you the next available appointment, and we aim to attend and complete inspections to your home for non-health and safety related repairs within 28 calendar days, we may attend sooner where we are concerned for your health and safety.

9. How will you deal with damp and/or mould in my home?

On 27 October 2025 the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025, the official name for Awaab's Law, came into effect. The law sets out the timescales for how we will deal with reports of damp and/or mould within your home.

All reports of damp and mould from you will be taken seriously and all possible steps will be taken to remove the damp and mould from within your home, and to prevent it returning in the future.

When you contact bpha about damp or mould:

1. A case is created in our system with a unique reference number.
2. We ask triage questions to understand the severity of the issue.
3. Your case is categorised as either Routine, Urgent, or Emergency.

Routine Cases

- You'll receive a letter and leaflet with advice and guidance on how to manage the issue.
- If the mould returns after two weeks, please contact us again.
- We'll then arrange for a surveyor to inspect your home.

Urgent Cases

- A surveyor will inspect your home within 10 working days.
- You'll receive a report within 3 working days of the inspection.
- Repairs will be arranged based on the surveyor's findings.

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------

Emergency Cases

- An emergency inspection and repair will be arranged within 24 hours.
- We'll make your home safe within 5 working days of the investigation.
- If needed, we may offer temporary accommodation while repairs are completed.

4. We use our systems to track and manage your case and monitor the progress on the repairs we need to undertake.
5. Our Healthy Homes team ensures your case is monitored from start to finish.
6. You'll be kept informed at every stage, and we'll follow up to ensure the issue is resolved.

Legal Timescales Under Awaab's Law

- Investigate hazards within 10 working days.
- Provide written findings within 3 working days of the investigation.
- Make the home safe within 5 working days (temporary measures allowed).
- Start further works within 5 working days, or within 12 weeks if delayed.
- Emergency hazards must be addressed within 24 hours.
- Alternative accommodation must be provided if safety cannot be ensured in time.

If you need to report damp or mould, please contact us by one of ways shown in Appendix 2. We take every report seriously and are committed to making your home safe, warm, and free from damp and mould.

10. How do you communicate with me throughout the repair process and who will come to my home to complete the repair?

We hold your contact information and preferences in our system, and we use this information and your preferences when communicating to you about the repairs you report. It is important that you keep bpha updated with your latest contact information and preferences.

Dependent on the type of repair required in your home, we will assign this to either our In-House Maintenance service and/or one of our approved contractors.

- **In House Maintenance Service:** Where your repair is assigned to our In-House Maintenance team, you will receive a repairs appointment confirmation to your stated communication preference. The confirmation will include the order number, the date we are coming on and a time slot in which we will attend. You will then also receive automated reminders seven days before the repair, the day before the repair, the day of the repair, and when our operative is on route to your home
- **Approved contractors:** Where repairs have been assigned to one of our approved contractors, you will be informed of the order number and which contractor we assigned your repair to. Our contractor will contact you directly to arrange the appointment date and time.

You are also able to view reported repairs in our customer portal, allowing you to see upcoming repairs appointments and your repairs history for the last six months. Please scan the QR code below with your smart phone camera or visit <https://www.bpha.org.uk/my-account/> which will take you to our customer portal my.account. If you are not already registered, you can sign up and access various information around your home and tenancy.

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------



11. Giving access to your home for repairs and why it's important?

Your tenancy agreement for repairs states that you must allow us access to carry out inspections, repairs and servicing to items such as your heating appliances, smoke detectors, and electrical wiring.

Providing us access to your home is essential on the date and time of the pre-arranged appointment, not providing access means we have missed the chance to go and complete another customer's repair.

Should you be aware that you are not able to provide access for your repair appointment, for whatever reason, and you need to re-arrange the date and/or cancel the repair, then you must contact us as soon as possible, preferably 24 hours ahead of your appointed time. This will allow us time to bring forwards another customer's repair and reduce the time they need to wait.

There must be a person aged 18 or over in the house when we arrive to do the repair, if not, then the repair cannot go ahead as arranged, and we will record this as a failed access attempt (no access).

Should you not be home on the day of the arranged repair appointment or refuse access for any reason on the day repair, this will be record as a failed access attempt (no access).

Where we record a "No Access" we will leave a missed appointment card, and your reported repair will be closed. Should the repair to still be required, you should contact us to report the repair again and another appointment will be offered.

Where the repair relates to a health and safety issue, we will follow our internal access procedures. Unfortunately, if you refuse to give us access, we will apply for a court order giving us access to your home and you could lose your home as a result.

All representatives from bpha are expected to identify themselves when they arrive, should they not do so you are within your rights to refuse access. If you do experience this, and this is the reason you refused access, please contact us to report this. This will enable us to address this with the specific bpha colleague and/or contractor and record the reason for the no access on that occasion in our system.

Should our attending repairs operative(s) feel threatened or feel it is unsafe for them to enter your home for any reason, they are within their rights to refuse to complete the repair until such time as the situation can be made safe for the works to commence or continue. This will also be recorded as a failed access attempt (no access).

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------

12. What do I need to do to prepare for the repair and what can I expect on the day of the repair?

Prior to our arrival, please can you ensure that you clear the area where the repair needs to be carried out, moving all items, furniture and any other belongings. You may also have to pull back your carpet or lift your laminate flooring if the repair is in this area. If you are unable to do this yourself, please discuss this when the work is being organised so we can advise accordingly.

Please ensure that all dogs and other pets are kept secure and out of the way during the repair.

Please do not smoke or vape inside your home during the visit even if the repairs are being carried out inside.

All representatives from bpha carry identification and are expected to wear overshoes to protect your floor coverings when entering your home.

Our repair colleagues and/or contractors will explain what they are there to do, and we would ask that you show them where the repair is required.

For your safety and for that of others in your home at the time of the repair, please ensure that you, any member of the household or your visitors, keep away from the area where the work is taking place.

You can expect our repair colleagues and/or contractors to tidy up after themselves following the repair being completed.

Our repair employees and/or contractors should explain what they have completed during the repair visit and show you what they have done to fix the issue reported.

We always try to put things right straight away; however, this is not always possible due to the extent of the works or materials required to complete a successful long-lasting repair. When this happens, we will need to complete further visits to complete the repair, these are known as follow-on works.

Where follow-on works are identified, we will explain to you the reason they are required, and a request will be logged to raise the follow-on visit in our system. We will be in touch within five working days to arrange the next appointment, and as covered above the repairs category may be altered to reflect the nature of the work and the time required to complete a successful repair.

We will always try our best to keep follow-on works on the original order number we provided to you when you reported the repair, as this enables us to monitor entire repair process through to completion on this order. Where it is not possible to keep the original repair order number, we will raise a new repair order, and you will be informed of the details. The new order will be linked to the original reported repair in our system, to allow us to track the repair you reported from start to finish.

Where we have plans to replace a major component within your home such as a boiler, bathroom or kitchen, in an upcoming planned maintenance programme, we may consider only completing minor repairs to make sure the component is functional until such time as it is replaced. Where this is the case, we will tell you when you can expect it to be replaced.

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------

13. What repairs do I have to carry out in my home?

If you rent your home from us, we will carry out most repairs to your home, as covered in section five of this policy, you should however carry out basic maintenance and cleaning to your home to keep it in good condition.

Examples include (but is not limited to) unblocking sinks or toilets, wiping away condensation, so the mould doesn't form, and cleaning of tile grout, bleeding radiators, replacing light bulbs, painting and decorating, dealing with pests. Further details of repair responsibilities can be found in appendix one.

If you are a homeowner (leaseholder and/or shared owner), you will be responsible for most repairs to your home. You can find information about repairs to your home in your lease.

We understand that sometimes it is difficult for customers to carry out maintenance themselves, please tell our repairs team if this applies to you and they will see what they can do to help.

If you have bought items yourself, you will be expected to repair and replace them at your own cost. You will be responsible for any damage you, a member of your household, guests or a pet cause. In cases of deliberate damage, we may take action to make sure that the situation does not arise again, this could include legal action.

We may decide to recharge you if we come to your property and carry out repairs which are not our responsibility. The recharge will be for the cost of the repair plus our administration charge, which is 10% of the cost of the repair or a maximum additional administration charge of £50.

We will always listen to you to understand the circumstances before we make any decisions about recharges and make our decision based on your individual case.

14. Who is responsible for repairs in communal areas?

If bpha owns or manages the communal areas around your home, we will be responsible for repairs. Where a managing agent or third party are responsible, bpha will work with them to ensure customers receive the standards of service agreed in the contract with them. Further details can be found in our Neighbourhood Policy.

Once we are aware of a repair for which we are responsible, we will assign it a repairs category as set out in section seven and the repair will be booked in with either our In-House Maintenance service and/or approved contractors.

Charges may be applicable to homeowners (leaseholder / shared owners) for repairs completed in communal areas. Where this applies and where these repairs exceed £250 per home, we will follow the section 20 process as set out in the Landlord and Tenant Act 1985.

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------

15. Who is responsible for the repair of major components that I have replaced in my home, at my cost?

Prior to changing any existing major component in your home such as a kitchen or bathroom you must seek permission from bpha to do so. This can be done by submitting your request to replace a major component in writing to us, following which your request will be reviewed by a bpha colleague and considered for approval, you are not allowed to replace major components within your home without permission being granted.

If we approve your permission request, all works must be undertaken by a competent person to Gas Safe or NICEIC regulations and certification must be provided to bpha. You are expected to adhere to any other conditions associated with the permission being granted. We will normally set out the repair responsibility requirements within an individual permission request response, however where this is not provided the following will apply:

- For replacement of an existing component within your home for which bpha has responsibility to repair and which has been replaced by you following permission being granted by bpha - you would be expected to cover the cost of any repair associated to the install or as a direct result of the install for a period of twelve months following the completion of works. Following which time bpha would assume repair liability. Important note: bpha will not be able to replace or repair items in customer installed components with like for like materials, colours or styles. We will always do our best to find a similar match but cannot guarantee this will be possible.
- For replacement of an existing component within your home for which bpha has responsibility to repair, which has been replaced by you without permission being granted by bpha - you would be expected to cover the cost of any repair associated to the install or as a direct result of the install and for the duration the component remains in the property. Should you replace a component without receiving permission from bpha, then we reserve the right to require you to remove the component, make good any damage caused by the installation, and/or bring it up to our specification, standards and expectations at your own cost.
- For new components added to your home where they do not currently exist, such as EV chargers or solar panels you will remain responsible for them throughout your tenancy, and it will be your responsibility to ensure they are serviced, maintained and kept in good repair. When ending your tenancy, we may request that you uninstall the component and make good at your own expense, or gift this to bpha at no cost.

16. How can I give you feedback about the repairs service?

We will send you a link to provide feedback on completed repairs to your communication preferences that we have stored in our system. The information you provide gives us valuable insights and allows us to respond quickly where things may have gone wrong for you, as well as helping us shape and improve our services.

17. How do bpha monitor quality of the repairs service?

We gather before and after photos during the repairs process which are stored securely within our system. These allow us to review the standard of work being completed, and to gain a better understanding of what has taken place during the repair in your home.

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------

Repairs Policy – PS019

We also complete post inspections on all repairs over a value of £1,000 and on a random sample of not less than 10% of all repairs completed. The post inspection may involve a member of our repairs management team to either attend your home in person; call you to discuss the repair and ensure you are happy; or to complete a desktop survey based on the photos supplied. Any defective works are raised as recalls and we will return to make good any issues we encounter.

Any customer who completes the customer feedback survey sent by text or email, who scores us an overall average score of seven or below will be contacted by a member of our repairs management team who will discuss what has gone wrong and to see what can be done to put things right.

We also use customer complaints and compliments to review the quality of the services we provide overall, and to shape our approach to the repair service we provide.

18. How will this policy be communicated to customers?

We will:

- Place a copy of this policy on our website
- Ensure our website is clear on the standards of service customers can expect
- Provide details the policy to new customers as they move into their new home.

19. What legislation and regulatory requirements is bpha required to consider?

A range of legislation support this policy including the Housing Act 1985, 1988 and 2004, Landlord and Tenant Act 1985, Housing Health and Safety Rating System (HHSRS), Homes (Fitness for Human Habitation) Act 2018, Defective Premises Act 1972, The Hazards in Social Housing (England) Regulations 2025 also known as Awaabs' Law.

This policy supports the delivery of the Regulator of Social Housing's (RSH) Consumer Standards – Safety and Quality Standard. .

20. How will this policy be monitored and reviewed?

We will monitor performance through a range of performance indicators including the Tenant Satisfaction Measures, customer satisfaction with repairs through surveys, and customer complaints relating to the service.

This policy will be reviewed every three years or sooner if there is a change in regulation or legislation governing items that this policy covers.

The policy will be reviewed every three years or sooner if there is a change in regulation or legislation governing the items that this policy covers.

Policy Number	Approved by	Date Approved	Policy Owner	Date of next Review
PS019	Customer Experience Committee	May 2025	Head of In House Maintenance Services	May 2028
PS019	Executive Leadership Team	October 2025 – Awaabs' Law additions	Head of In-House Maintenance Services	May 2028

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------

bpha Limited Repairs Policy**Appendix one. Repair responsibilities**

Damage caused by a customer, their family, guests or pets would be deemed as customer responsibility, regardless of classification in the table below. Customers will be recharged should we undertake repairs where this is found to be the case as covered in this policy.

The details below are a summary of the repairs policy and should not be considered an exhaustive list and only apply to those items supplied by bpha and for which we have a repair responsibility as defined in this policy.

Repair Description / Location	Responsibility	
	bpha	You
Your home's structure		
• Foundations, roof, rainwater goods, walls, windows, external doors, floors, stairs & chimney stacks	✓	
Repairs inside your home		
• Water supply and water pipes from the meter.	✓	
• Bathroom, WC and cloakrooms (provided by bpha): Sink, basin, toilet, bath, shower, extractor fan, shower pump, taps, waste, leaks, flooring, wall tiling, sealant.	✓	
• Bathroom, WC and cloakrooms (customer installed, see section 14 of the Repairs Policy for further details): Sink, basin, toilet, bath, shower, extractor fan, shower pump, taps, waste, leaks, flooring, wall tiling, sealant.		✓
• Blocked toilet, bath, basin, sink and shower		✓
• Bath panel replacement		✓
• Toilet seat replacement		✓
• Plug or chain replacements		✓
• Shower hose, heads, riser rails and curtain replacement,		✓
• Kitchen (provided by bpha): Kitchen cupboards, wall units, doors, worktops, sinks, taps and waste, leaks, flooring, wall tiling, extractor fan, sealant.	✓	
• Kitchen (customer installed, see section 14 of the Repairs Policy for further details): Kitchen cupboards, wall units, doors, worktops, sinks, taps and waste, leaks, flooring, wall tiling, extractor fan, sealant.		✓
• White goods and/or appliances (provided by bpha and not gifted)	✓	
• White goods and/or appliances (customers installed own & gifted)		✓
• Leaks arising from bpha provided white goods/appliances, pipework, roofs, rainwater goods, windows, walls.	✓	
• Leaks arising from customer installed white goods/appliances, fixture and fittings.		✓
• Flooring (with the exception of the kitchen and bathroom)		✓
• Customer supplied fixtures and fittings		✓
• Pest control		✓
• Chimney breasts and flues	✓	
• Fireplaces and fitted fires (provided by bpha)	✓	

Repairs Policy - PS019

Repair Description / Location	Responsibility	
	bpha	You
• Central heating systems (boiler, pipework, radiators, cylinders)	✓	
• Bleeding radiators and adjusting pressure		✓
• Electrical wiring including consumer unit, sockets and switches	✓	
• Fuses (RCD)	✓	
• Electrical storage heaters (provided by bpha)	✓	
• Smoke alarms & CO detectors (provided by bpha)	✓	
• Private TV aerial, satellite dish or Wi-Fi		✓
• Light bulbs, fluorescent tubes and starter motors		✓
• Fuse box resetting of a trip switch		✓
• Major cracks and plaster repairs (walls and ceilings)	✓	
• Minor decorative cracks and holes (walls and ceilings)		✓
• Curtain pole, rail or track supply or replacement		✓
• Internal door replacement and repair (kitchen and bathroom only)	✓	
• Internal door replacement and repair (all other rooms and cupboards)		✓
• Doorbell replacement or fitting (including batteries)		✓
• Handles and latches on inside doors and cupboards		✓
• Letterbox repair or replacement		✓
• Letterbox repair or replacement (external fire door)	✓	
• Painting and decorating		✓
• Stain blocking following a leak	✓	
• Mist coating to new plasterwork	✓	
• Damp treatment	✓	
• Mould treatment (minor)		✓
• Mould treatment (moderate and higher)	✓	
• Window replacement and repair (handles, glazing and mechanisms)	✓	

Repairs outside your home (excluding structure and communal areas)

• Rear garden boundary walls, fences and gates that lead onto public footpaths or publicly accessible areas.	✓	
• Rear garden boundary walls, fences and gates that form part of your property and border a neighbour's property (or privately owned land)		✓
• Front garden boundary walls, fences and gates		✓
• Garages and property specific brick-built stores (excluding sheds)	✓	
• Sheds, garden rooms, greenhouses and other temporary outbuilding structures (even if gifted when accepting the home)		✓
• Paths and walkways where shared or main access to property	✓	
• Patios, paved external areas, including driveways (bpha supplied)	✓	
• Patios & paved external areas, including driveways (customer installed or gifted)		✓
• Unblocking of external waste pipes	✓	
• Solar panels (provided by bpha)	✓	
• Solar panels (customer supplied)		✓
• EV chargers (provided by bpha)	✓	

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------

Repairs Policy – PS019

Repair Description / Location	Responsibility	
	bpha	You
• EV chargers (customers supplied)		✓
• External painting (cyclical painting programme)	✓	
• Washing lines or rotary dryers (private)		✓
• Window frames and cills	✓	
• Dustbin replacement		✓
• Gardens, including hedging and trees		✓

Repairs to your communal areas

• Pest control (communal areas)	✓	
• Painting and decorating (communal areas)	✓	
• Passenger lifts (blocks)	✓	
• Flooring (communal areas)	✓	
• Door entry systems (communal systems)	✓	
• CCTV (communal systems)	✓	
• Alarms and warden call systems (communal systems)	✓	
• Unblocking of external waste pipes (including communal stacks)	✓	
• TV aerial, satellite dish or wi-fi we have fitted for communal use.	✓	
• Solar panels provided by bpha (communal roof)	✓	
• EV chargers provided by bpha (communal areas)	✓	
• Communal appliances/white goods supplied by bpha (communal areas)	✓	
• Washing lines or rotary dryers (communal areas)	✓	
• Communal boundary walls, fences and gates that lead onto public footpaths or publicly accessible areas.	✓	
• Barriers and gates (communal areas)	✓	
• Trees for which bpha are responsible (communal areas)	✓	

Repairs Policy – PS019

bpha Limited Repairs Policy

Appendix two. How to report a repair

We offer our customers an in hours and out of hours repairs service, ensuring that customer have access to our services 24 hours per day, seven days per week all year around. There are however restrictions on which services we offer dependant on whether it is during working hours or out of hours.

When you need to report a repair to us, you can contact us through the one of the communication channels below.

During our opening hours

Our opening hours for reporting general repairs are:

Monday to Thursday 8am till 5pm

Friday 8am till 4:30pm

Responsive Repairs (Excluding Gas)

Customer portal: You can report a repair 24 hours per day, seven days a week, 365 days a year online through [my.account](#) (for non-emergency repairs only). Please scan the QR code to take you to our customer portal:



WhatsApp: contact us on 01234 923233

Email: send details to repairs@bpha.org.uk (for non-emergency repairs only)

Telephone: call our Customer Communications Centre on 0330 100 0272

Gas heating and hot water repairs

Repairs to gas heating and hot water systems are dealt with by our approved gas contractor TSG. They can be contacted directly by calling 0800 111 4044.

What we need from you when reporting a repair:

- Your name
- Your address
- Confirmation that the contact information we hold is correct and your preferred contact method
- Any vulnerabilities or special circumstances you wish to be consider in relation to the repair being reported
- Details of the repair you are reporting
- Any other information that could be useful to us in resolving the repair, such as photographs for example.

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------

Repairs Policy – PS019

Out of hours (emergency repairs only)

We operate an emergency repairs service outside of our normal working hours, which is sometimes referred to as out of hours.

Emergency repairs are those repairs that put the health and safety of you, your family, other customers or a third party at immediate risk; or that affects the structural stability, integrity or basic security of the property.

Some examples of emergency repairs are: rectify a gas leak; partial or total loss of electric power or water; building impact damage or other dangerous structural faults; making your home secure should a window break or an entrance door become unsecure; an uncontrollable leak; failure of a lift.

If an emergency repair occurs outside of our normal working hours, you should report this to our out of hours provider on 0330 100 0272.

PS019	Version 2	10/11/2025	Next Major Review Date 12/05/2028
-------	-----------	------------	--------------------------------------