

SA/04 - Reactive Repairs Policy

Creating
better
Living Solutions

ateb

“Our policies embed our culture, establish boundaries and outline our expectations. They have been agreed by our Board(s) as best practice documents for the Group’s decision making.”

Policy Statement

ateb is committed to maintaining homes in a good condition by providing an efficient repairs service with a great customer experience.

This policy applies to all properties that are owned and managed by ateb, and to any other properties that the Group has statutory, legal, and contractual obligations to repair and maintain.

Reactive repairs are generally those day-to-day repairs that are required to keep homes in a good condition and minimise the risk of harm to Contract Holders and other household members.

Approval Date	Lead Contact	Review Date
January 2026	Head of Property	January 2031

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2. Principles

This policy will help ensure that we:

- Effectively respond to repair notifications, informing Contract Holders when work will be carried out and completed.
- Minimise the risk of harm to Contract Holders and other members of the household.
- Carry out repairs at a time that is convenient for our Contract Holders.
- Give Contract Holders adequate notice when we need to gain access to undertake repairs.
- Advise Contract Holders as soon as practicably possible when access was gained without notice to undertake an emergency repair.
- Provide a great customer experience.
- Maintain the capital assets of the Group by keeping the structure, exterior and service installations of our stock in a good state of repair
- Meet Welsh Housing Quality Standards obligations, ensuring our homes are to a standard fit for occupation.
- Ensure the repairs service is efficient and provides value for money.
- Comply with legal obligations.

Our 'What You Can Expect from Us' document sets out our customer service commitment and what our customers should expect.

Legislation & Regulation Applicable to Reactive Repairs

- Renting Homes (Wales) Act 2016
- Housing (Wales) Act 2014
- The Housing Health and Safety Rating System (Wales) Regulations 2006
- Welsh Housing Quality Standards 2023
- Fitness of homes for human habitation: guidance for landlords
- Defective Premises Act 1972
- Commonhold & Leasehold Reform Act 2002
- Management of Houses in Multiple Occupation (Wales) Regulations 2006
- Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011
- Regulatory Framework for Housing Associations Registered in Wales
- Management of Health and Safety at Work Regulations 1999
- Health and Safety at Work Act 1974, Sections 2, 3 and 4

Reporting a Repair

Contract Holders will be encouraged to report repairs as soon as practicably possible to avoid further damage or disrepair to the interior, exterior or service installations to the property.

In response we will confirm:

- Whether the repair is necessary
- Advise whether the repair is the responsibility of the landlord or Contract Holder
- Arrange with the Contract Holder when the repair will be undertaken where a landlord responsibility
- Give the Contract Holder a timeframe for its completion

Responsive Repairs

Responsive repairs are those which affect the general comfort or has the potential to cause harm to the Contract Holder and/or a member of their household.

Types of Reactive Repairs

When repair is reported a works order will be raised and categorised as follows:

Major Routine Repairs (Fair wear and tear)

Major Routine Repairs are items that are low risk to either the Contract Holder or ateb, usually of a complex nature with a longer projected timescale of works that cannot be logistically completed within the standard routine duration of 28 days. These works would be completed within a duration of 90 calendar days.

Routine Repairs (Fair wear and tear)

Non-urgent repairs are items that are low risk to either the Contract Holder or ateb. They could be follow-on requirements from previous urgent work or just low-level repairs that can be completed at the Contract Holders convenience within the prescribed duration of 28 calendar days.

Urgent Repairs

Is where there is a hazard which may present a significant risk with no assessed likelihood of imminent harm. These be investigated within 10 working days and remedied within a further 5 working day period.

In assessing a significant risk and imminent harm, ateb will consider

- the Contract Holders and other occupiers individual circumstances including age, any physical and/or mental health issues and any other vulnerabilities.
- the condition of the home.
- the nature of the hazard (likelihood of harm materialising and the potential severity of that harm in the specific circumstances)

On occasion and on the assumption of best endeavours, it will not be possible to remedy a hazard within the timescales above. In this case, a written summary plan will be provided to the Contract Holder within 5 working days and will include as a minimum.

- Confirmation of the nature of the hazard identified and whether it has been assessed as presenting imminent harm or not.
- The action that has been taken/will be taken to make the property safe.
- Details of the work to be undertaken to remedy the hazard.
- When the work is likely to start and finish.
- Detail of the arrangements made to mitigate any risks to in the interim.
- How to contact ateb — an individual team member will be named with a direct contact email and telephone number

Emergency Repairs

Is where there is a hazard which may present a significant risk with an assessed likelihood of imminent harm. These will be investigated within

24 hours and remedied within a further 24 hours. Any work to make safe will be carried out as soon as possible in any event.

In assessing a significant risk and imminent harm, ateb will consider

- the Contract Holders and other occupiers individual circumstances including age, any physical and/or mental health issues and any other vulnerabilities.
- the condition of the home.
- the nature of the hazard (likelihood of harm materialising and the potential severity of that harm in the specific circumstances)

On occasion and on the assumption of best endeavours, it will not be possible to remedy a hazard within the timescales above. In this case, a written summary plan will be provided to the Contract Holder within 5 working days and will include as a minimum.

- Confirmation of the nature of the hazard identified and whether it has been assessed as presenting imminent harm or not.
- The action that has been taken/will be taken to make the property safe.
- Details of the work to be undertaken to remedy the hazard.
- When the work is likely to start and finish.
- Detail of the arrangements made to mitigate any risks to the tenant occupier in the interim.
- How to contact ateb — an individual will be named with a direct contact email and telephone number

Insurance Works

Insurance repairs are where the repair works are due to an incident or event and costs may be recovered through insurance e.g. storm damage. Insurance Works will be categorised as either Major, Routine, Urgent or an Emergency.

Rechargeable Repairs

Rechargeable repairs are where repairs costs are not covered by ateb as landlord under the terms of the Occupancy Contract and are to be recovered from the Contract Holder due to their lack of care or intent to damage. e.g., forced locks due to lost keys. Rechargeable repairs will be categorised as either Major, Routine, Urgent or an Emergency.

Void Repairs

Void repairs take place before a new Contract Holder moves into a property, or when no one is occupying the property.

Major works, new homes defects, latent defects, planned works, adaptations, project-based works, and service works are not covered by this policy.

Rechargeable Repairs

Keeping our homes in good condition is a shared responsibility with contractual obligations imposed upon both ateb and its Contract Holders. Our rents include payment towards the cost of most repairs, but Contract Holders also have responsibilities for keeping their homes maintained and ensuring repairs and defects are reported in a timely manner.

Where possible, Contract Holders will be encouraged to make their own arrangements for repair work for which they are responsible. In some instances, the Group will undertake the repair and recharge the Contract Holder for the work carried out. The proposed work may need to be pre-qualified, depending on the type, to ensure that the overall safety of the Contract Holder and the property condition is not being compromised. Any items that are compliance related will need to be pre-approved prior to commencement of any work and may be subject to post inspection and certificate validation.

ateb reserves the right to undertake repairs itself, especially where health & safety may be compromised.

ateb has a duty to ensure expenditure is incurred cost effectively and appropriately. Therefore, in circumstances due to willful damage, neglect or misuse the Group will seek to recharge the cost of repairs to Contract Holders. The Group will consider this policy sensitively when dealing with vulnerable customers.

Disrepair

Section 9A (fitness for human habitation of dwellings) and section 11 (landlords' repairing obligations) of the Landlord and Tenant Act 1985 and Renting Homes (Wales) Act, Part 4, s.92 & 91 implies obligations upon landlords to ensure its properties are in good condition and fit for occupation, from the start and for the duration of the Contract Holders occupation.

However, the Renting Homes (Wales) Act 2016 also places an obligation on the Contract Holder to report any defect, damage, or disrepair as soon as reasonably practicable to prevent further deterioration of the exterior, interior or service installations to the property.

As a landlord, ateb is legally obliged to 'keep in repair' its property portfolio, in line with contractual and legal obligations, regarding the Fitness for Human Habitation Guidance 2022 (FFHH); the Housing Health and Safety Rating System (Wales) Regulations 2006, (HHSRS) and Welsh Housing Quality Standard (WQHS). Regard will be given to the standard of the repair taking account the age and character of the property and the period it is likely to be available for occupation.

We aim to keep our homes to an acceptable standard of repair and always fit for Contract Holders occupation, by undertaking repairs early and effectively. However, upon notification of repairs required, or defects being identified, which may determine the property unfit to occupy, we will take swift and decisive action to rectify, to minimise disruption and inconvenience to Contract Holders and prevent any personal loss or injury occurring,

Quality Assurance

We will ensure we collect customer feedback on how we are performing in the delivery of our repairs service and that we will use this feedback to inform us of improvements.

We will carry out post inspection reviews to ensure measures put in place have been effective.

3. Responsibilities

Group

This is an ateb policy which applies to ateb only.

ateb is responsible for ensuring the policy is available to their customers, stakeholders, and employees and for ensuring appropriate training, support and guidance is given on its application and use.

Board of Management

- Responsibility for ensuring an effective and efficient responsive repairs service lies ultimately with the Board. The Board satisfies this responsibility by delegating duties to the Chief Executive who is responsible for ensuring that adequate resources are

made available to ensure that the objectives of this policy are achieved.

Customer Committee

- Responsible for approving the Reactive Repairs Policy, and monitoring performance against the standards set out within the policy.

Chief Executive

- Responsible for ensuring that adequate resources are made available to both develop and implement appropriate procedures and processes that enable the effective delivery of this policy.

Executive Director for Customer

- Interface with Business Review.
- Reporting to Chief Executive, Board and Customer Committee.
- Ensuring the Reactive Repairs Policy is applied, and repairs processes and procedures are in place, maintained, monitored, and reviewed.

All Managers & Employees

- Responsible for reporting repairs and property related issues on behalf of Contract Holders when visiting their homes, as to help avoid potential disrepair claims or properties becoming unfit for human habitation.
- Responsible for attending relevant training, reading the policy, following processes, safe systems of work, method statements, contractor code of conduct and reporting any concerns.
- Reporting accidents / incidents / near misses.

Contract Holders

Responsible for reporting repairs and allowing access, in line with their Occupation Contract obligations.

Other Stakeholders

Contractors to comply with the Contractor Code of Conduct and any contract specifications provided by ateb when carrying out repair works.

Key Operational Role Responsibilities

In addition to the responsibilities listed above the following key roles have specific responsibilities for the operational delivery of the policy:

Head of Property

- Management of repairs related performance and monitoring.
- Responsible for the implementation of the policy and to ensure sufficient resources are available.
- Responsible for ensuring the ateb Reactive Repairs processes and procedures are always appropriate to the achievement of compliance with the relevant legislation and the Group's strategic aims.
- Budget responsibility for repairs.

Maintenance & Voids Manager / Landlord Health and Safety Manager

- Monitor the quality of services provided by contractors and effective contract management.
- Budget monitoring and reporting performance.
- Provide technical advice as required.
- Provide out of hours case escalation guidance and support.
- Escalate any performance issues with new home or planned works defects.
- Coordinating teams and works in accordance with the reactive repairs processes and procedures.
- Provide technical advice and support regarding disrepair issues.

Housing Solutions Manager

- Access escalation and vulnerability case management.
- Disrepair claims case management, in collaboration with Head of Corporate and the Property Team.
- Coordinating customers' written requests to carry out property alterations.
- Provide out of hours case escalation guidance and support.

Health & Safety Advisor

- Carry out Health and Safety audit inspections.
- Report any repair work related accident/incident or failures to comply with the health and safety policy by either employer or employee.

Customer Services Coordinator

- Responsible for the Contact Centre and Administration Team.

- Responsible for liaison with the ateb team, Contract Holders, Contractors, Suppliers, and other stakeholders.
- Coordinating teams and works in accordance with the reactive repairs processes and procedures.
- Provision of repairs call related performance and monitoring data.
- Provide technical advice on contact centre systems and processes across the Group as required.
- Administration functions.
- Provide out of hours escalation case management.
- Escalate any performance issues with new home or planned works defects.

Maintenance and Voids Supervisor

- Responsible for ensuring assurance audits are carried out on work completed by teams and contractors.
- Delivery of works in accordance with health and safety policy and procedures and reactive repairs processes and procedures.
- Provide technical advice as required.
- Liaison with teams, Contract Holders, Contractors, Suppliers, and other Stakeholders.
- Provide out of hours escalation case management.

Heating & Plumbing Supervisor / Electrical Supervisor

- Delivery of works in accordance with health and safety policy and procedures and reactive repairs processes and procedures.
- Responsible for ensuring sufficient internal quality assurance audits are carried out on work completed by teams and contractors.
- Provide technical advice as required.
- Liaison with teams, Contract Holders, Contractors, Suppliers, and other Stakeholders.
- Provide out of hours escalation case management.

4. Control

The Head of Property is the lead contact for this policy and for ensuring it remains operationally effective. The lead contact will review this policy at least every 5 years or sooner as appropriate, due to legislative changes.

This policy is a dynamic document and will be amended as required following service reviews or changes to the operating environment.

Business Review and / or Customer Committee approval will be obtained before any amendments are published and ateb team members will receive refresher training as applicable.

5. Links to other documents

Internal

Reactive Repairs Process

Welsh Housing Quality Standards Policy

Rechargeable Repairs Process

Disrepair Claims Process

Decant Procedure

New Build Defects Process

Void Works Process

Post Inspection Procedure

Aids and Adaptations Policy

Customer Alterations Request Process

Contractor Management Procedure

CDM Procedure

Contractor Code of Conduct

Strategic Asset Management Framework

Customer Feedback Policy

External

[Landlord and Tenant Act 1985](#)

[Housing \(Wales\) Act 2014](#)

[The Housing Health and Safety Rating System \(Wales\) Regulations 2006](#)

[Defective Premises Act 1972](#)

[Management of Houses in Multiple Occupation \(Wales\) Regulations 2006](#) [Renting Homes \(Wales\) Act 2016](#)

[Fitness of Homes for Human Habitation: guidance for landlords](#)

[Welsh Housing Quality Standards 2023](#)

Additional help

Contact our customer team
quoting the policy reference:

Tel: **0800 854 568**

Email: **hello@atebgroup.co.uk**

Facebook **@theatebgroup**

Face to Face: **Get in touch and we can arrange a location**

Version History

Ver.	Date	Changes
1	July 2021	Policy approved by Board
2	November 2022	Amendments to reflect RHWA legislation.
3	March 2025	Minor amendments including an additional response timeframe for Major Routine Repairs.
4	January 2026	Approved by Customer Committee. Amended to reflect new Welsh Housing Quality Standard Statutory Guidance.