



**North Devon Homes**

**Responsive Repairs Policy**

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## 1. Purpose

This policy has been produced to ensure an effective and efficient delivery of the responsive repairs services that meets customers' needs, helps to preserve North Devon Homes' ('NDH') housing stock for future customers and provides value for money services.

NDH's aim is to improve our housing through building quality, affordable homes; providing a high standard of safety and security; combined with the delivery of a modern and efficient repairs and maintenance service, all contributing to overall customer satisfaction.

## 2. Principles

The following principles will apply to this policy:

- It will be open, fair and transparent
- It will reflect the current standards of operation and will be reviewed whenever industry standards, legislation or guidelines change
- It will promote consistency in the approach to the repairs and maintenance services
- It will be used to provide a framework to inform and train staff, customers and board members on how response repairs are managed in the company
- It will be realistic, achievable and provide value for money
- It will support the corporate vision, values, objectives and service standards.

## 3. Review

We will review this policy at least once every three years or immediately following any relevant change to government policy, regulation or legislation. This will ensure that it continues to operate within best practice, achieve measurable results, and achieve continuous service improvement.

The Head of Asset Management will be responsible for ensuring that policy reviews are undertaken, that appropriate consultation takes place.

## 4. Responsibility

The Executive Team will approve this policy under delegated authority from the Board. The Asset Manager will be responsible for ensuring that this policy is communicated and implemented.

Detailed procedures will be developed and maintained by the Response Repairs Manager in line with this policy to provide further guidance during delivery of the policy.

The Head of Asset Management is responsible for ensuring that staff training is provided and that staff understand the wider issues surrounding this policy, its applications and the procedure.

## 5. Scope

The following areas are covered by this policy:

- Landlord Responsibilities
- Customer Responsibilities
- Reporting a Repair
- Out of Hours service
- Repair Priorities
- Surveys / Pre-Inspection
- Access / Appointments
- Permission for Alterations and Improvements
- Customer consultation
- Right to Repair
- Performance Measures
- Contractors' Code of Conduct
- Right to Buy or Acquire Repairs
- Recharges

## 6. Policy Statement

### 6.1 **Landlord Responsibilities:**

*NDH has a legal duty to carry out certain repairs whenever these are needed and are obliged to keep the structure and exterior of properties in a reasonable state of repair and maintain fixtures and fittings that were provided when you moved in.*

Installations for the supply of water, sanitation, electricity, and other energy sources for room and water heating will be kept in good repair and, where appropriate, safety certificates will be obtained.

Where a customer refuses an upgrade for example a heating system or kitchen, NDH will undertake further repairs only if economical to do so. When repairs become uneconomical, NDH will stop further repairs until the planned improvements works can be completed. This may lead to customer requiring temporary measures such as temporary heaters which will be explained as part of the overall approach.

NDH will also maintain communal entrances, halls, stairways, lifts, passageways and other common parts will be kept in reasonable repair.

NDH will provide its customers with guidance on a range of topics which will be available on our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk). Some examples are shown below:

- Customer Guide to our Response Repairs Policy
- Dealing with condensation
- Carbon Monoxide (CO) Alarms
- Guides for using and troubleshooting heating systems
- Asbestos guidance.

All customers will be provided with the available asbestos data held on their property when moving in. This is a guide of the information that we hold and may not be sufficient to assess or undertake all works safely. Customers are advised to seek advice or support from appropriately qualified and experienced individuals or to ask NDH for further advice if unsure or unclear about this.

## **6.2 Customer Responsibilities:**

*Customers are responsible for keeping their homes in reasonable condition and attempting to solve minor problems. You may be charged for repairs or damage that do not count as fair wear and tear, ie damage due to natural wear or aging.*

Below is a list of items that customer are expected to take responsibility for:

- taking reasonable precautions to prevent damage to property. For example; by ensuring that the property is sufficiently heated and ventilated to prevent condensation and mould and bursting water pipes in cold weather.

- Maintaining the internal decorative condition of your home
- taking care of any communal areas.
- the maintenance of any modifications or additions that have been approved by NDH e.g maintain a shower they have installed. Permissions for alterations and improvements is covered more fully in section 4.8.
- repairing any neglect or damage caused by them, their families, pets or visitors.
- to report any faults promptly. If a repair is not reported in a timely manner and the fault such as a leak causes unreasonable damage then the customer may be charged for part or the entire repair.
- to provide access to NDH staff including operatives, contractors and surveyors to ensure that repairs can be diagnosed or undertaken within reasonable timescales.
- Ensuring that your property is in a reasonable state of cleanliness so that our contractors are able to carry out work in a safe environment
- Keeping your property pest free .

Customers are also encouraged to insure the contents of their home as damage to personal effects remains their responsibility e.g in the event of a burst water pipe.

Customers must notify NDH if they are going to be away from the property for an extended period (28 days) as set out in the tenancy agreement and ensure that we have contact details to arrange access in an emergency.

### **6.3 Reporting a Repair**

*Customers can log a request at any time, using a variety of means of communication, for repairs to be carried out to their properties.*

NDH will accept requests for a repair at any time by a variety of means. Requests can be submitted by customers, members of their family or other representatives.

Customers are encouraged to make the NDH's staff aware of any circumstances that are likely to influence the response that the Company provides (e.g. special circumstances concerning disability of occupants). Wherever possible it is helpful to have these details in advance of any repair request.

Customers can request a repair by:

- Telephone (Repair line and emergency out of hours numbers are included on our website, leaflets and publicised in a variety of ways)
- Writing (to the Customer Care Team)
- Personal visit to Head Office
- Informing any NDH staff during a home visit
- E-mail ([enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk))
- Via the Website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)

All requests for repairs will be responded to and managed by NDH's Customer Care Team. Staff in this team will consider how best to respond which may include raising a works order or asking an operative or surveyor to attend. Where possible they will advise the customer of the action proposed.

Where a surveyor is required to diagnose we will endeavour to attend within 5 working days of the report from the customer and will raise any necessary repair orders in accordance with NDH policies relating to repair obligations and priorities. All repair or inspection visits will be appointed by the surveyor unless it is for external works where there is free access.

#### **6.4 Out of Hours Repairs**

*NDH will provide a 24 hour service for reporting emergency repairs. During our normal office hours these calls will be handled by NDH staff. Outside of these hours we employ a specialist call centre to take these calls.*

Repairs reported out of hours will be prioritised into the categories outlined in section 4.5 of this document. Any repairs deemed to be an emergency will either be dealt with either as an immediate attendance or during reasonable hours (ie a 4 hour emergency or a 24 hour emergency);

- **4 hour emergencies** will be reported straight through to a contractor. These are repairs which if not fixed could pose danger to life or severe damage to property e.g. major leak
- **24 hour emergencies** will either be called through to a contractor during reasonable hours (8am to 8pm) where they are reported at the weekend, or will be referred to NDH office for action the following day. Examples of a 24 hour emergency is a front door that will not lock, or a toilet that will not flush where it is the only toilet at the property.

If a job is raised as an emergency with out of hours attendance priority and it is found that it is not justified or as a result of customer damage; then that customer will be recharged for the cost of the out of hours visit.

This will be explained at the initial contact to allow a proper and fair evaluation by customers raising requests for works.

## **6.5 Repair Priorities**

*NDH prioritise repair requests according to the nature of the fault and the vulnerability of the residents to ensure an efficient and value for money service.*

Works are classified within 4 categories which are set out below.

### **Responsive maintenance categories:**

- **Emergency (A priority) up to 4 or 24 hours response** – NDH will respond to emergencies where there is risk to life or severe damage to property and make safe within four hours of notification eg fire or major flood. Other emergency repairs will be attended to within 24 hours e.g. total loss of electricity, total loss of water, only toilet in property won't flush etc.
- **Urgent (B priority) 5 working days** - These are repairs which materially affect the comfort or convenience of the customer, and will ordinarily be completed within 5 working days of the repair being notified. Examples include a loss of hot water, flush mechanism on toilet is broken etc.
- **Standard (D priority) 20 working days** - These are more general repairs which may require additional information and / or a pre-inspection from a property inspector, operative or contractor. Or repairs where it would be reasonable for customers to wait a short time before the work is carried out. Routine repairs for which materials might need to be ordered will also be included in this category.
- **Minor Works (120 working days)** - Items that cannot wait for a planned programme i.e. that are needed within a year but that require planning, scaffolding etc or will take more time to undertake and order materials etc. For examples a roof repair or streetlight repairs.

There are certain repairs that fall into the 'right to repair' under the Housing Act 2004 and this is covered in section 4.10.

The vulnerability of the customer and /or family members will be considered when selecting work priorities. Some cases might require a



repair to be classified higher than its typical priority, e.g. for the following reasons:

- if the customer is disabled or otherwise unable to effect any temporary measures themselves
- if the weather conditions are likely to exacerbate the effect of the defect. The total loss of heating or hot water during winter periods (31st October – 1st May) for vulnerable groups should always be classified as an emergency, and in other circumstances where it is clear that there would be a detrimental effect on the customer or on the Company's assets.

#### **6.6 Surveys / Pre-inspections**

*NDH will provide surveyors to attend properties where there are issues that are hard to diagnose over the phone.*

Our customer care team will also offer advice and guidance on issues such as damp and condensation. Our 3 step process is as follows:

1. CCT provide a leaflet and guidance as to how to deal with a damp and condensation report to the customer contacting us
2. If a customer comes back to us having tried the improvements suggested then CCT will send out a monitoring device and record sheet for a customer to take temperature and humidity levels for 2 weeks and further advice and guidance.
3. If the customer contacts us again having completed the recording sheet evidencing an issue then this will be passed to a surveyor to investigate further.

If no repair is required the inspection will be closed off and the customer will be informed.

#### **6.7 Access / Appointments**

*NDH has a legal right of entry to customers' homes to carry out repairs or for the purpose of inspection.*

Under the provision of NDH's tenancy agreement the following will apply.

- Customers must allow NDH employees, contractors' or other agents, on production of authorised identification, to enter their home on reasonable notice at all reasonable times to inspect and/or carry out works to their home or any adjacent premises. If it is inconvenient at

the time when the officers/contractors call, customers must allow access after receiving at least 24 hours written notice from NDH.

- NDH will normally give customers reasonable notice of their need to enter their home. In case of emergency, where there is a risk of injury to anyone or of damage to any property, NDH's employees or agents may enter their home immediately using force.
- If all reasonable access has been refused then NDH will liaise with its solicitors in establishing a right of entry via legal means on the grounds of breach of Tenancy. This in particular applies to any health and safety concerns e.g. gas servicing
- Our compliance with gas safety inspections is taken very seriously and we will enforce gaining access to ensure that we keep our customers and their neighbours safe. Where access has not been allowed for a gas safety inspection, then NDH will also consider capping the gas supply to make it safe until entry is gained as well as taking legal action.

*NDH will make reasonable attempts to gain access to a property to carry out a repair or inspection as set out below.*

All appointments for works / inspections will follow the same process as follows:

1. An appointment will be made to attend with the customer
2. If there is no access on arrival then a calling card is left with instructions for the customer to phone back in for an appointment.
3. A further attempt will be made to contact the customer after 5 working days
4. If no response is received from the customer within that time, or if no access is gained at the second attempt, the ticket will be cancelled.
5. The customer will be notified in writing of this and advised to contact NDH again if they still require the works / inspection

The exception to the above is where we know that there is a hazard as a result of the outstanding repair e.g. damaged asbestos at the property. In this instance we will go down a legal route to gain entry and the customer will be charge the costs of this.

If a customer is unable to keep an appointment they should contact us to cancel and rearrange a new one. If an appointment is missed it will delay a repair or an inspection to ascertain any required repairs.

Where there is free access which will be discussed with the customer at the time of the repair being reported e.g. external works then the works may be carried out without an appointment if this has been agreed with a customer.

If a contractor is in an area and has been struggling to contact a customer then they may call on the customer without appointment; however a customer does not have to allow access at this point and can arrange a more convenient time if necessary or appropriate.

In instances where you leave someone in your home to allow repairs to be undertaken, this should be a responsible person who ordinarily would be 18 but never below the age of 16. Customers must seek permission for anyone younger than 18 to be in attendance when booking the appointment.

If a contractor misses an appointment, customers are asked to get in touch and we will reschedule and also investigate why the appointment was not kept.

#### **6.8 Permission for Alterations and Improvements**

*NDH will consider written requests from customers who wish to carry out alterations or improvements to their homes.*

Customers must have written permission from NDH before any alteration, improvement or extra facilities are provided to their home or garden.

Permission is normally granted for reasonable requests to allow customers to improve their home. Reasons that permissions for alterations are generally refused include:

- Alteration will cause damage to the existing structure / envelope
- Alteration will restrict access for future maintenance
- Alteration will be an additional cost to NDH to maintain
- Alteration will pose a health & safety risk e.g. solid fuel fires where there is potential for chimney fires / CO poisoning etc
- The alteration does not conform with current regulations
- The alteration will impact future customers or the value of the property adversely.
- It would cause a nuisance to your neighbours

NDH might specify conditions which must be adhered to by the customer. These might include that customers will be responsible for the ongoing

maintenance and repair of the improvement or alteration and for the risks of accidental damage associated with it.

Any conditions applied will be made in the interests of safety, effective use of NDH resources and to ensure that the work is of an acceptable standard.

NDH may ask you to remove the alteration at the end of your tenancy.

NDH will provide the asbestos data that is held by them for the property when permission is sought for alterations. This may or may not be sufficient to undertake works safely and customers should consult a qualified and experienced specialist and / or ask for further advice if they have any concerns in this regard. The information supplied will be the information held and is not intended to act or serve as a full assessment of all materials that may contain asbestos.

Any alteration or improvements requiring Planning Permission or Building Regulation approval must be obtained before any work commences. All works must be carried out by trades' persons who are recognised by their respective trade organisation such as Gas Safe, NICEIC, HETAS etc. Copies of all relevant certification must be provided to NDH on completion of the works e.g. electrical certificates etc.

NDH will respond to all requests for alterations in writing within 20 working days of receipt of a written request.

#### **6.9 Right to Repair**

*NDH operates a 'Right to Repair' scheme as set out under the terms of the Housing Act 2004.*

The Right to Repair Scheme enables customers to have urgent, minor repairs which affect health or safety completed quickly at no cost to them. The Scheme also provides for customers to be compensated where such repairs have not been completed within a prescribed period.

The Right to Repair Scheme covers small urgent repairs costing up to £250 which if not carried out within a reasonable short, prescribed period of time are likely to jeopardize the health or safety of the customer. The suggested list of repairs which could be classified as qualifying under the right to repair scheme is set out in the table below with the guidelines as to the prescribed period of time in which the repair should be completed.

<b>Right to Repair Defects</b>	<b>Prescribed Period (working days)</b>
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power, lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
The heating or hot water are not working between 31 October and 1 May	1
The heating or hot water are not working between 1 May and 31 October	3
Blocked or leaking foul drain, soil stack, or WC pan – where only one in house	1
WC not flushing – where there is no other working toilet in house	1
Blocked sink, bath or wash hand basin	3
Tap which cannot be turned	3
Leak from water, or heating pipe tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or hand rail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Extractor fan not working	7

If NDH does not complete a *repair that falls into the right to repair category (listed above)*, within the prescribed period, customers have the right to request NDH to appoint an alternative contractor to carry out the repairs. The customer has the right to compensation from NDH if the repair is still not carried out within a *prescribed period* after the second contractor has been appointed.

If the second contractor fails to complete the repair by the end of the *prescribed period* a sum of £10 will be paid, with a further £2 payable for each additional day that completion of the repair is delayed.

The maximum compensation payable under this scheme is £50. NDH will pay compensation unless the customer already owes money in which case any compensation due will firstly be used to repay any outstanding debt to NDH.

There might be a good reason why the repair has not been completed on time e.g. failure by the customer to keep an appointment, to let the staff member/contractor in, or if specialist parts are needed. In a case such as this, NDH will not ordinarily pay any compensation.

All recoverable costs are paid in line with our compensation policy.

NDH aims to maintain a repairs service that meets these aims however, there may be extreme weather and or service demands that impact on the ability to do so. In such circumstances NDH will operate as full a service as possible to deliver our aims to customers in highest need and keep operatives and contractors safe. In extreme cases NDH will invoke our business continuity procedures which will see each job evaluated outside of this policy. If there are unforeseen circumstances that prevented the repair such as extreme weather that meant the repair had to be cancelled then compensation will ordinarily not be payable.

#### **6.10 Performance Measures**

*NDH will monitor the performance of the repairs service with a view to benchmarking across the housing sector to test that it is meeting standards with regards to quality and value for money. Performance Indicators recorded will comply with sector wide standards so that we are able to compare ourselves.*

Examples of current repairs measures are:

- percentage of repairs completed within the target date for all repair priorities
- Levels of customer satisfaction with the repairs service. This includes overall satisfaction with other measure such as the number of contractors showing their identification.

*Other areas that we are further developing to monitor performance indicators for include:*

- *Number of repairs that are successfully completed on the first visit on all repairs rather than just those that have a survey response.*
- *Number of appointments that are kept by our contractors*

Right First Time performance indicators are used by NDH's Maintenance Team H2H to measure its own efficiency and that of contractors based on customer surveys.

NDH will also audit a percentage of repair work (ordinarily around 10% of works completed) using a Works Auditor. These will include:

- all works where the final invoice exceeds £500
- works where the variation between committed and final invoice values exceed 100%
- works for customers who have raised a formal or informal complaint
- works of an unusual nature or which have not been carried out previously by the contractor
- a sample of other works to ensure that the work post inspected broadly reflects the mix of trades, contractors and priorities of all works completed.

A combination of postal, face to face and telephone surveys will be carried out to establish customer satisfaction with the service overall. Feedback from post inspections and customer surveys will be used pro-actively and shared with contractors to promote service improvements and improvements in quality.

The results of the post inspections and telephone surveys will be recorded for the purposes of Key Performance Indicator monitoring. Performance information will be shared with our C-90 customer group and other consultation groups to promote service improvements and promoted in our customer facing publications.

#### **6.11 Contractors' Code of Conduct**

*All contractors working in customers' homes will be required to accept and adhere to the terms of NDH's Contractors Code of Conduct.*

The Contractors' Code of Conduct is shown in our Customer guide to our Response Repairs Policy on our website and it will form part of our contract terms and conditions for contractors to sign up to.

#### **6.12 Right to Buy or Acquire Repairs**

*The Company's properties are subject to potential Right to Buy/Right to Acquire (RTB/RTA) applications. NDH is obliged to be clear about the types of repairs that are essential to properties that are subject to these provisions.*

On receiving a repair request for a property which is subject to a right to buy/right to acquire application, NDH will continue to be responsible for the following types of repair:

- Breakdown of heating system
- Repairing any leaks to water services
- Repairing electrical faults
- Repairing roof leaks
- Major emergency work (e.g. following gales etc)
- Statutory Gas servicing.

The objective should be to maintain the house in a safe and warm condition, with its essential services fully operational.

Repairs ordered before the RTB/RTA application is submitted not falling into the above categories will not be carried out. The customer will be notified in writing advising them of NDH's intention to suspend any further action in connection with these repairs.

### **6.13 Recharges**

*When NDH has to undertake repair work that is considered beyond normal wear and tear or as a result of vandalism, neglect or misuse, then the customer or the person responsible for the damage, neglect or misuse will be charged for this work.*

There is a separate policy on recharges that should also be referred to.

If a repair is identified as rechargeable the customer will be notified with an approximate value of the recharge. (The exception being emergency work only)

An estimate of the cost of repair will be provided to the customer (which will include VAT) in advance of the repair being carried out.

The resident will pay the actual cost of the repair where this is equal to or less than the estimate prior to work commencing. When works are carried out by H2H, the customer will be charged the actual cost of employees' time, materials, plant and other direct costs (and not the value of schedule prices which are used for internal recharge purposes only).

NDH may consider requests for payment by installment for rechargeable repairs, any such requests will be considered on the basis of customer's individual circumstances.

Where a customer requests to undertake the repair work themselves, they may do so, but any repair work **MUST** meet agreed standards and be the subject of a post quality inspection by NDH's surveyor.



Specific examples where customer may be recharged are as follows:

- Lost door keys requiring entry to be gained or a door lock to be changed
- Smashed windows
- Broken hand basin
- Replacement floor where a known leak has been allowed to cause damage through not being reported
- Where a forced entry has been carried out by the emergency services
- Where damage to a property has been committed through a crime the customer will be expected to pay for the damage and reclaim the costs through the courts
- Blocked toilets where items have been flushed that are not meant to be disposed of down the toilet or items have been accidentally dropped.

## **7. Consultation**

NDH will consult customers, C90 and other groups in relation to the repairs service. This could include mystery shopping, reviewing our publications and communications with customers and helping us to shape our repairs offer.

Some of the consultation will be through established customer groups, but we will also endeavour to widen out the numbers of customer engaged through the use of social media, surveys and focus groups

## **8. Equality Impact Assessment**

This policy will be applied fairly and consistently to all customers of NDH and in compliance with the Single Equality Act 2010 which recognizes the “protected characteristics” as; gender, transgender, race, marital status, pregnancy and maternity, ethnic origin, nationality, disability, sexuality, age, religion and belief.

To this end an Equality Impact Assessment has been carried out on this policy and is attached as Appendix A.

We undertake to produce this document or parts of it on request in other languages or formats such as large print to ensure that everyone is able to access the policy.

Language Line provides all corporate translation services and they may be contacted on 0800 169 2879.

We are committed to the principles of fairness and respect at NDH and therefore seek to embed statutory guidance and policy relating to Equality and Diversity in to all activities.

## **8.1 Policy Name**

Responsive Repairs Policy – Claire Fallow

## **8.2 Aims of the Policy being assessed**

This policy sets out the responsibilities and obligations of North Devon Homes in delivering this service. The policy identifies key areas of service delivery and sets out how they will be managed and delivered to ensure a consistent approach for all customers.

This policy aims to ensure an effective and efficient delivery of the service that meets today's customers' needs, helps to preserve NDH's housing stock for future customers and provides value for money services.

### 8.3 Who has been consulted in developing the Policy?

Date	Consultation methodology Responsive repairs Group	Challenge/impact/result
30-06-2010	Responsive repairs group – appointments system	To agree a new system with the customers
25-08-2010	Responsive repairs group - TSA framework, performance monitoring and customer training	To provide customers with the right training and guidelines to inform service delivery and challenge performance
25-08-2010	Group debate on customer recharges	To ensure understanding and challenge on issues
27-10-2010	Performance Monitoring information	To ensure compliance with standards
17-03-2011	Repair responsibilities and priorities	To seek agreement on prioritising repairs for priority/ and legal responsibilities
12-05-2011	Draft policy to Customer Group	Customer challenge
27-05-2011	Starfish Group	To challenge the application of the policy against the range of protected characteristics.
July 2019	Scrutiny Panel	Customer review of policy
August 2019	Fresh Ideas Focus Group	Development of key points into policy guidance for customers and feedback into policy.
October 2019	C90 Meeting	To finalise Policy and discuss age limit for responsible person at home overseeing repair

### 8.4 Identify potential impact on each of the diversity “groups” by considering the following questions (the list is not exhaustive but an indication of the sort of questions assessors should think about):

Strand	No impact	Negative impact	Positive impact	Comments / evidence
Race			√	The policy allows for the manager to increase the prioritisation of the repair category if there are any issues of harassment involved in the repair
Disability			√	As above based on any issues of vulnerability
Gender	√			

Gender Reassignment			√	There may be a need to reprioritise a repair to provide security in cases of harassment
Sexual orientation	√			
Religion or belief	√			
Age			√	As above based on any issues of vulnerability
Rural issues	√			
Social Inclusion issues	√			
Pregnancy and maternity	√			
Marriage and civil partnership	√			

**8.5 Does the Policy promote equality of opportunity?**

All customers are entitled to the same service and we offer every customer the opportunity to feedback on the service via a telephone survey, or an on line survey, as well as the range of opportunities provided for involvement of the development of this policy.

**8.6 If “adverse impact” identified in table (4) above is it?**

**Legal (i.e not discriminatory)** NO  
**What is the level of impact?**

**8.7 Full EIA (or if you decide full EIA is not necessary but some changes should be considered)**

The Policy will be subject to a review by the C90 Group to ensure there are no adverse outcomes as a result of the application of this policy. All of the protected characteristics listed above will be considered during debate.

**8.8 If actions/suggestions for improvement have been suggested, what should the positive outcome be for North Devon Homes' customers and stakeholders?**

The C90 customer group has been provided with training, information and guidelines on all aspects of the legal responsibilities associated with landlord repair obligations. They have agreed reprioritisation of a repair based on customers vulnerability or protected characteristic. The Responsive Repairs Manager is responsible for reprioritising repairs.

<b>Review/new EIA</b> (date or timeframe)	3 years
Name of person/s completing form	Claire Fallow
Date assessment completed	21/10/2019