

The Barnet Group - Responsive Repairs Policy - Feedback and Responses 26.02.25

Thank you for taking the time to review our updated Responsive Repairs Policy. Your feedback has been used to shape further changes to the refreshed policy. **Six residents responded to the consultation and all were Barnet Homes tenants.**

No.	Question	Responses	Comments
1	Do you think that Section 3.2 - 'Repairs priorities and target timeframes' within the Responsive Repairs Policy is written clearly and in plain language?	<ul style="list-style-type: none"> • Yes: 6 (100%) • No: 0 	Thank you for the positive feedback.
2	Do you think that anything is missing from Section 3.2 - 'Repairs priorities and target timeframes' within the Responsive Repairs Policy?	<ul style="list-style-type: none"> • No: 4 (67%) • Yes: 2 (33%) <p>Comment received from resident:</p> <ol style="list-style-type: none"> 1. <i>It does not mention when work should be done after an initial inspection</i> 	Thank you for the positive feedback and your suggestion. The table under point 3.2.2 in the policy states that repairs not causing a hindrance (P4s) are assigned a timeframe of 60 days. These repairs will vary in complexity – some will take one visit to remedy; some will be more complex and will require a pre-inspection. It may take multiple visits from more than one trade type to resolve more complex repairs. Work on these repairs should be planned, undertaken, and completed within 60 days. A repair which doesn't cause a hindrance may be completed sooner than 60 days, but 60 days is the full timeframe to plan, undertake and complete a repair fully in this category.
3	Focusing on Table 3.2.2 in Section 3.2 - 'Repairs priorities and target timeframes' within the Responsive Repairs Policy, are you happy with The Barnet Groups' proposed target timeframes and our approach to prioritising repairs?	<ul style="list-style-type: none"> • Yes: 5 (83%) • No: 1 (17%) <p>Comment received from resident:</p> <ol style="list-style-type: none"> 1. <i>Up to three months is far too long for those types of repairs</i> 	Thank you for the positive feedback and your suggestion. The Barnet Group's Repairs & Gas Service is operating in an increasingly challenging economic climate, and we must deliver repairs in a prioritised way which ensures repairs that present a risk or hindrance to residents are completed in a quicker timeframe. To support this, we have reviewed the existing repairs priorities, the type of repair under each priority and the associated target timeframes for completing the repair. We have tried to ensure that the repairs which would have the biggest impact or pose the greatest risk to residents are prioritised.

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			<p>When prioritising repairs, we will want to take into account the circumstances of tenants and household members so that we prioritise repairs and adjust the delivery of our repairs service where this is needed – for example for residents or household members who are vulnerable. We have updated the information about how we will assist vulnerable residents in the policy.</p> <p>Responsive repairs that would cause a hindrance (P3) would be completed within 15 working days, responsive repairs not causing a hindrance (P4) would be completed within 60 days and planned repairs (P5) would be completed within 90 days. Only P5s have a timeframe of up to 3 months to complete and these will be where a multi-trade, more complex repair, or renewal is required involving more than 3 appointments - including where a repair requires specialist materials that take a long time to obtain, or where surveys identify structural issues which need resolving.</p>
4	<p>Are you satisfied with the service standards and behaviours which are expected from both The Barnet Groups' repairs service and tenants as outlined in Section 3.3 - 'What you can expect from our repairs service' within the Responsive Repairs Policy?</p>	<ul style="list-style-type: none"> • Yes: 5 (83%) • No: 1 (17%) <p>Comment received from resident:</p> <ol style="list-style-type: none"> 1. <i>After our flat was inspected, and work recommended, it took 9 months to actually get someone to fix it - and it was not fixed properly. There are no timescales for this sort of thing</i> 	<p>Thank you for the positive feedback and your suggestion.</p> <p>I am sorry to hear about the poor experience that one resident had with regards to their repair issue. We do seek to resolve repairs issues to a high standard and within target timeframes, however we accept that there may be situations where we do not meet those standards. Section 6 of the Policy explains that residents who are dissatisfied with any aspect of the services provided by The Barnet Group have the opportunity to seek redress through our Complaints Policy.</p> <p>Overall, the policy sets out our approach to handling responsive repairs and our aim to stick to the target timeframes, service standards and code of conduct as much as possible to minimise the impact on residents.</p>

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5	Do you think that anything is missing from Section 3.3 - 'What you can expect from our repairs service' within the Responsive Repairs Policy?	<ul style="list-style-type: none"> • No: 5 (83%) • Yes: 1 (17%) – no comment was provided to explain this reason 	Thank you for the positive feedback.
6	Do you think that Section 3.4 - 'Responsibilities for repairs' and Appendix 1 within the Responsive Repairs Policy is clear in explaining what repairs are the responsibility of The Barnet Group to repair and what repairs are the responsibility of the tenant to repair?	<ul style="list-style-type: none"> • Yes: 5 (83%) • No: 1 (17%) <p>Comment received from resident:</p> <ol style="list-style-type: none"> 1. <i>I believe many tenants are not aware of their responsibilities as opposed to those of Barnet Homes. A fully detailed list should be sent to all tenants so they wouldn't call the call centre unnecessarily</i> 	Thank you for the positive feedback and your suggestion. Once the policy has been signed off we plan to communicate this information to residents e.g. by updating our websites, sending text messages, and adding an article to the resident magazine atHome.
7	Do you think that Section 3.6 - 'Access responsibilities and No Access procedure' within the Responsive Repairs Policy clearly explains what The Barnet Groups approach is to appointments and no access?	<ul style="list-style-type: none"> • Yes: 6 (100%) • No: 0 <p>Comment received from resident:</p> <ol style="list-style-type: none"> 1. <i>Over the past few years I have noticed a decline in the standard of work and professionalism of some of the reactive teams subcontracted by BH. I feel the contractors don't always respect the tenants. I have a good few experiences including a gas safety check operative asking to use my bathroom (not just urinating) and left it unpleasant. I'm sure training is provided but not always practiced</i> 	Thank you for the positive feedback and your suggestion. Section 3.3.1 covers how we expect Subcontractor Operatives to behave when interacting with residents, and Section 3.5 outlines how Subcontractors are managed - which includes post-inspections of some of the repairs that they have completed on our behalf.
8	Focusing on Section 3.7 - 'Missed repairs appointments', point 3.7.3 within the Responsive Repairs Policy, is our approach to compensation explained clearly?	<ul style="list-style-type: none"> • Yes: 5 (83%) • No: 1 (17%) <p>Comment received from resident:</p>	Thank you for the positive feedback and your suggestion. Whilst we try to minimise cancellations at short notice, they can sometimes be unavoidable. This includes high number of emergencies, sickness or vehicle issues which cannot be

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		1. <i>There is nothing about the appointment being cancelled in the morning of the actual appointment</i>	accounted for. Point 3.7.3 in the policy has now been updated to reflect compensation will be provided for both short notice appointment rearranges and cancellations.
9	Do you think that Section 3.10 - 'Fencing' within the Responsive Repairs Policy is written clearly and in plain language?	<ul style="list-style-type: none"> • Yes: 5 (83%) • No: 1 (17%) – no comment was provided to explain this reason 	Thank you for the positive feedback.
10	Do you think that Section 3.10 - 'Fencing' within the Responsive Repairs Policy clearly explains The Barnet Groups responsibilities regarding fencing?	<ul style="list-style-type: none"> • Yes: 5 (83%) • No: 1 (17%) – no comment was provided to explain this reason 	Thank you for the positive feedback.
11	Do you think that Sections 3.12 - 'Flooring' and 3.13 - 'Pest Control' within the Responsive Repairs Policy are written clearly and in plain language?	<ul style="list-style-type: none"> • Yes: 5 (83%) • No: 1 (17%) <p>Comment received from resident: 1. <i>The flooring repairs responsibility is not very clear</i></p>	Thank you for the positive feedback and your suggestion. The flooring section of the policy has now been reviewed and minor tweaks have been made to improve the clarity.
12	Do you think that anything is missing from Sections 3.12 - 'Flooring' and 3.13 - 'Pest Control' within the Responsive Repairs Policy?	<ul style="list-style-type: none"> • No: 5 (83%) • Yes: 1 (17%) <p>Comment received from resident: 1. <i>Pest control - please specify about mice since the biggest issue for us residents and why should residents be responsible for communal areas?</i></p>	Thank you for the positive feedback and your suggestion. Issues with mice are covered in the policy as a type of pest control which The Barnet Group are responsible for, under point 3.13.4.
13	Do you think that Section 3.16 - 'Vulnerable tenants' within the Responsive Repairs Policy is written clearly and in plain language?	<ul style="list-style-type: none"> • Yes: 6 (100%) • No: 0 	Thank you for the positive feedback.
14	Do you think that anything is missing from Section 3.16 - 'Vulnerable tenants' within the Responsive Repairs Policy?	<ul style="list-style-type: none"> • No: 4 (67%) • Yes: 2 (33%) <p>Comments received from residents:</p>	Thank you for the positive feedback and your suggestions. In response to each:

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		<ol style="list-style-type: none"> 1. <i>Families with children</i> 2. <i>Vulnerable - it does specify how the customer service handling the repair call, will know about the caller's vulnerability</i> 	<ol style="list-style-type: none"> 1. The list of people who may be considered vulnerable under point 3.16.2 of the policy has been lifted from our separate standalone policy on vulnerable tenants. We have also looked at other organisations approach to vulnerability. 'Families with children' is not considered to be a group as a whole who are vulnerable, however if a child had household vulnerabilities such a learning disability (autism) or physical disabilities (registered disabled and wheelchair user) these vulnerabilities would be considered when prioritising a repair and booking in appointments. Section 3.16 in the policy explains in detail our approach to vulnerable tenants and responsive repairs. 2. Points 3.16.5 to 3.16.8 in the policy explain how we know about residents' vulnerabilities, and that this information will be considered when repairs are booked in and attended to.
15	Overall, are you happy with The Barnet Groups approach to vulnerable tenants and the repairs service as outlined in Section 3.16 - 'Vulnerable tenants' within the Responsive Repairs Policy	<ul style="list-style-type: none"> • Yes: 6 (100%) • No: 0 	Thank you for the positive feedback.
16	Overall, are you happy with the Responsive Repairs Policy?	<ul style="list-style-type: none"> • Yes: 4 (67%) • No: 2 (33%) <p>Comments received from residents:</p> <ol style="list-style-type: none"> 1. <i>Again, it is all very well to be responsive for a first visit, but the subsequent ones are not mentioned</i> 2. <i>Please ensure that you stick to your policy and adhere to the timelines</i> 	<p>Thank you for the positive feedback and your comments. In response to each:</p> <ol style="list-style-type: none"> 1. The table under point 3.2.2 states that repairs not causing a hindrance (P4s) are assigned a timeframe of 60 days. These repairs will vary in complexity – some will take one visit to remedy; some will be more complex and will require a pre-inspection. It may take multiple visits from more than one trade type to resolve more complex repairs. Work on these repairs should be planned,

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		<p>3. <i>Timeframe of repairs deemed to be in category of up to 90 days.</i></p> <p>4. <i>Most points have been addressed. However there is a huge discrepancy involving repairs to communal areas when a block is purchased by existing leaseholders to acquire the freehold and there are still tenants remaining in the block.</i></p>	<p>undertaken, and completed within 60 days (approximately 8-9 weeks). A repair which doesn't cause a hindrance a may be completed sooner than 60 days but 60 days is the timeframe to plan, undertake and complete a repair fully in this category.</p> <p>2. The purpose of this policy is to set out The Barnet Group's approach to managing responsive repairs for tenants. Repairs within tenants' homes and communal areas will be categorised using the priorities and timescales set out in point 3.2.2. We aim to stick to the contents of the policy, and follow the target timeframes set out in the policy as much as possible to minimise the impact on residents.</p> <p>3. The table under point 3.2.2 in the policy explains the different types of repairs priorities, assigned timescales and any further detail or examples of repairs in each category.</p> <p>4. Tenants and leaseholders often live in the same blocks or estates which we manage and are responsible for. As stated in section 2 of the policy, tenants have certain responsibilities for repairs inside their home and communal areas, leaseholders are responsible for repairs inside their homes and The Barnet Group is responsible for repairs to external/ communal areas for tenants and leaseholders. Further detail on the breakdown of tenant repairs responsibilities is shared in Appendix 1 of the policy.</p>