



Responsive Repairs Policy

V 3.0

Contents

1.0 Introduction and Overview	3
2.0 Scope.....	4
3.0 Service Standard.....	4
4.0 Broadacres Responsibilities.....	4
5.0 Tree, bush and shrub Maintenance	5
6.0 Customer Responsibilities.....	5
7.0 Rechargeable Repairs.....	6
8.0 Reporting Repairs.....	7
8.0 Service Operating Times	7
9.0 Repair Priorities	7
9.1 Emergency Repairs (Complete within 24 Hours)	8
9.2 Urgent Repairs (Complete within 5 Working Days)	8
9.3 Routine Repairs (Complete within 28 Working Days)	9
9.4 New Installations (Complete within 60 Working Days).....	9
9.5 Major Works (Complete within 90 Working Days)	9
10.0 Repair Recalls	10
11.0 Appointments	10
12.0 Repair Pre-Inspections	10
12.1 Investigation of Potential Hazards.....	10
12.2 Alternative Accommodation.....	11
13.0 No Access	11
14.0 Performance Monitoring	12
14.1 Post-inspections	12
14.2 Customer Satisfaction	12
14.3 Key Performance Indicator Review.....	12
15.0 Legal and Regulatory Framework	12

1.0 Introduction and Overview

Welcome to Version 3 of Broadacres Responsive Repairs Policy. The 2025 review sees the most far-reaching review of Broadacres approach to responsive repairs, reflecting the changes in the regulatory environment, applicable law (with the consultation currently being undertaken on Awaab's law at the time of writing) and what seems a permanent shift in both the customer demand for, and expectation of, the repairs services to their homes.

Rewriting a policy is not sufficient in responding to such significant changes in the operating environment. This policy review is supported by wider reviews of roles, training, resourcing, and oversight to ensure effective and consistent delivery in protecting Broadacres customers from harm and providing them with a high-quality, cost-effective responsive repairs service.

The objectives of this policy are:

- To support our vision "To be the best rural housing association in the country", ensuring our customers are proud to say they live in a Broadacres home.
- To strive to deliver a first-class repairs experience for our customers.
- To ensure every customer's home is safe, secure, and meets the required legislative standards.
- To investigate and resolve all health and safety hazards within appropriate timeframes.

This is not to say that the earlier versions of this policy have been ineffectual in meeting either meeting customer expectation of their repair request or effectively maintaining their homes. The 2024/2025 Tenant Satisfaction Measures attitudinal survey reported that.

- 86% of customers were satisfied with the overall repairs service from Broadacres over the last 12 months.
- 84% of customers were satisfied with the time taken to complete their most recent repair after they reported it; and
- 89% of customers are satisfied that they are provided with a home that is well maintained.

On 27th October, the Government introduced non-statutory guidance relating to the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025, also known as Awaab's Law. This was enacted through the Social Housing Act 2023 and inserts into social housing tenancy agreements a term requiring social landlords to comply with the requirements set out in these Regulations.

Under these Regulations, the following requirements now apply:

- **Mandatory investigation:** Landlords must investigate reported hazards (such as damp and mould) within a prescribed timeframe.
- **Specified repair timescales:** Where hazards are confirmed, landlords must carry out remedial works within strict deadlines.
- **Tenant communication duties:** Landlords must keep tenants informed of investigation outcomes, planned works, and expected completion dates.
- **Universal coverage:** These duties apply to almost all social housing occupied under a tenancy and let by a Registered Provider.

Compliance with these Regulations is mandatory and will be embedded into all repair and maintenance processes, contractor specifications, and staff training.

The Government has also stated that it will extend regulations in 2026 to include the following hazards where they present a significant risk of harm:

- Excess cold and excess heat
- Falls associated with baths etc. on level surfaces, on stairs and between levels

- Structural collapse and explosions
- Fire and electrical hazards
- Domestic and personal hygiene and food safety

Changes to be introduced in 2027 will include:

Extension to include all remaining HHSRS (Housing Health and Safety Rating System) hazards (apart from overcrowding), where they present a significant risk of harm.

2.0 Scope

This policy covers the delivery of responsive repairs in customers' homes and communal areas where Broadacres has a repairs obligation. It also extends to include our approach to the management and investigation of hazards within customers' homes, including damp, mould, and those identified under the Housing Health and Safety Rating System (HHSRS). The scope of this policy excludes:

- Empty Homes
- Planned replacement of major components
- Adaptations
- Cyclical Servicing

3.0 Service Standard

The aim of this policy is to ensure we deliver a great customer experience in repairs, provide great places for our customers to live and great homes for our customers to live in. This will be achieved by consistently delivering the service standards below as a promise to our customers:

- Broadacres is committed to ensuring our repairs experience meets our customer expectations.
- Broadacres will ensure its repair service is cost effective, delivered within budget and achieves value for money.
- Broadacres will ensure compliance with legislative requirements and current best practice.
- Broadacres will ensure compliance with environmental legislation and minimise the impact that Broadacres services have on the environment.
- Broadacres will ensure customer involvement remains at the heart of our decision making.
- Broadacres will consistently monitor and report on key performance indicator to continually improve our service.

To achieve these service standards Broadacres will continually monitor Key Performance Indicators that analyse the 'Availability' 'Reliability' and 'Quality' of the repairs service:

- **Availability** – Broadacres will arrange appointments at a time to suit the customer, within our timescales.
- **Reliability** – Broadacres will attend customers properties when we say we will.
- **Quality** – Broadacres will successfully complete repairs first time and expect the highest standard of service from colleagues and contractors.

4.0 Broadacres Responsibilities

Broadacres as a landlord is responsible for keeping the structure of our assets in good repair in addition to maintaining heating, sanitation, and service installations. Broadacres is responsible for those installations that are fitted by us, or which have been adopted by us. Broadacres will:

- Maintain the structure of customers' homes, including drains and external pipes.

- Repair and maintain installations for the supply of water, gas, electricity, and sanitation, including basins, sinks, baths and toilets, installations for heating rooms and water, and the lift service.
- Repair and keep in good decorative order the shared areas, entrances and stairways.
- Paint the outside of customers' homes if appropriate.

Repair Principles

Where like-for-like replacement materials or products are not available through mainstream supply avenues, the closest matched available material or product will be used. **Only the specific item that is damaged or requires replacement will be renewed; undamaged adjoining or matching items will not be replaced.** Example scenarios include, but are not limited to, wall tiles, kitchen cupboards, internal doors, ironmongery, worktops, taps and electrical fittings.

Where property components are identified as being at the end of their usable life, they will be included in the next available planned maintenance programme to ensure that best value is achieved.

Broadacres will not replace components under the repairs policy unless it represents a health and safety hazard. Damaged, faulty or worn components will always be repaired to good working condition until the end of their expected life before considering replacement.

Broadacres will not install customers own products, for example, fixtures, fittings, paint, wallpaper, tiles.

Broadacres will also respond promptly to repairs where housing conditions present health risks including but not limited to persistent damp and mould, excess cold, and structural hazards in accordance with Awaab's Law and the Housing Health and Safety Rating System (HHSRS).

5.0 Tree, bush and shrub Maintenance

Broadacres recognises that the management of tree, bushes and shrubs forms an important part of maintaining safe, secure, and pleasant environments for our customers. We will not remove any healthy trees, shrubs, or bushes. Our approach is focused solely on addressing the identified repairs and safety requirements, and all healthy vegetation will remain in place unless it is formally assessed and agreed as necessary for access or compliance reasons. This ensures we protect the natural environment. Broadacres will:

- Inspect and maintain trees located on Broadacres communal land to ensure they do not present a health and safety hazard to customers, visitors, or the public.
- Respond to reports of dangerous or damaged trees, including those affecting homes, communal areas, or access routes, within appropriate timeframes.
- Carry out maintenance, such as pruning or removal, which will be carried out where necessary to protect property, prevent damage to structures or service installations, and maintain safe access.
- Manage protected trees in accordance with statutory requirements, with appropriate permissions sought before works are undertaken.
- Where trees are removed for safety or structural reasons, Broadacres will consider replanting or replacement to maintain environmental quality and community wellbeing.

6.0 Customer Responsibilities

Broadacres customers are responsible for the following:

- Ensuring no damage occurs to Broadacres Assets in line with their responsibilities as detailed within their tenancy agreement.

- Having a relevant insurance policy for the contents of their home, including any floor coverings or furniture such as laminate floor or built-in wardrobes not supplied by Broadacres.
- Reporting any required repairs or health and safety hazards in their home as soon as reasonably possible.
- Allowing us access into their home to carry out emergency repairs, inspections or remedial works in line with their responsibilities detailed in their tenancy agreement.
- Ensure all pets are clear of the work area to prevent delays, accidents, or health and safety risks.
- Cleaning the inside and outside of the property to maintain cleanliness and prevent infestation.
- Action any advice given by Broadacres colleagues, ensuring the effective operation of any equipment installed at the home to improve the condition.
- Replace any soft furnishings due to unexpected mechanical failings, which were unpreventable by Broadacres.

Broadacres customers have several repair obligations which are outlined below.

- Decorating the inside of homes, including repairing any minor cracks in plaster
- Maintaining the garden, including dustbins and rubbish areas (excluding shared areas that we maintain)
- Carrying out repairs caused by neglect, deliberate damage to the property or forced entry if customers get locked out.
- Taking reasonable precautions to prevent damage to the property by fire, frost, burst water pipes or blocked drains.
- Attempting to clear sink and basin blockages
- Repairing any customer own fittings, appliances or alterations, including TV aerials, cookers, plumbing in washing machines and dishwashers, and adapting doors to fit carpet.
- Testing, keeping clean and replacing batteries, unless they are in a sealed unit, in smoke alarms and carbon monoxide alarm.
- Changing domestic fuses, fire bulbs, light bulbs, fluorescent tubes, and starter motors
- Replacing keys if lost and locks, if locked out.
- Replacing fittings such as cabinets, mirrors, towel rails and toilet-roll holders, hat and coat rails
- Replacing floor coverings, including bathroom and kitchen flooring originally gifted by Broadacres.
- Installing and maintaining any outside taps
- Maintaining washing lines, clothes posts, and rotary driers
- Bleeding the radiators unless the property has a combination boiler.
- Maintaining and replacing battery-operated doorbells
- Replacing toilet seats (excluding older persons schemes)
- Repairing fireplace hearths, tiles, and grates
- Keeping drains, gullies and grids clear of leaves and debris where accessible and safe to do so.
- Ventilating the home properly to help prevent condensation and mould (opening windows, using extractor fans, not blocking vents)

7.0 Rechargeable Repairs

This section provides a high-level overview of how Broadacres manages rechargeable repairs.

Rechargeable repairs are where the damage has been caused by the neglect, fault, or carelessness of the customer, their household members, visitors or pets.

Wherever possible, the cost of rechargeable repairs should be paid in advance before works are ordered. If a repair is later identified as rechargeable, customers will be retrospectively invoiced for the costs incurred.

Broadacres will also apply recharges in the following circumstances:

- Attending a call-out during evenings or weekends where the issue is not an emergency.
- Responding to heating or electrical faults that are the result of a meter running out of credit or where an appliance is found to be faulty.
- Missed appointments where access was not provided.
- When customers vacate a property and repairs are required to items that are their responsibility.

Customers may also be recharged for legal costs associated with gaining access to inspect or complete repairs.

8.0 Reporting Repairs

Broadacres customer can report repairs to their homes in several different ways.

- Via the Broadacres app.
- Online on our website.
- By e-mail.
- By telephone using our standard number.
- To any Broadacres colleague.
- In writing.

When reporting repairs, customers should inform Broadacres via the above methods if the issue involves a potential health hazard.

7.1 Health Hazard Communication and Advice

Following a hazard-related repair report, Broadacres will:

- Provide health and safety advice (e.g. ventilation tips, temporary mitigations)
- Keep customer informed throughout inspection, triage, and repair phases.

8.0 Service Operating Times

Broadacres Customer Service Centre handle calls Monday to Friday **08:00 – 18:00** and our repair service operate Monday to Friday **08:00 – 18:00**.

Outside of these hours an 'out of hours' service is in operation for 'Emergency Repairs' only, as defined in the Repair Priorities' outlined below between **18:00 – 0800**.

9.0 Repair Priorities

Broadacres aims to respond to all repairs as quickly as possible, but it is necessary to categorise repairs and give some a higher priority than others. All repairs are categorised as: Emergency, Urgent, Routine, New Installations, Major Works or Recall.

Customers are encouraged to report any housing conditions that may pose a health hazard, such as damp and mould, as early as possible.

Repairs can be allocated a higher priority than usual if, due to a customer's personal circumstances, the usual repair priority would result in an increased risk to their home or health and wellbeing.

9.1 Emergency Repairs (Complete within 24 Hours)

An emergency hazard is one that poses 'an imminent and significant risk of harm' to the health or safety of the customer in their home.

If an emergency hazard is reported, Broadacres will aim to attend within 24 hours to make the property safe and, wherever possible, to complete a full repair. Where a full repair is not possible, the immediate hazard will be removed, and a new suitable appointment will be arranged in line with our repair priorities outlined in this policy.

Examples of emergency repairs:

Electrical Issues

- No power or lighting (excluding general power outages)
- Unsafe socket, fitting or exposed wiring
- Faulty smoke, heat, fire alarms

Heating & Hot Water

- Total loss of heating in winter with no alternative
- Loss of hot water

Water Supply & Drainage

- Total loss of water supply (not a general outage)
- Serious internal leaks that cannot be contained (if unable to turn off stop tap)
- Water affecting electrical wiring
- Blocked or leaking foul drains, soil stack, or toilet pan (if only one toilet)
- Toilet not flushing (if only one toilet)

Security & Safety

- Insecure external windows, doors, or locks that present a risk to home security
- Dangerous structures (e.g., collapsing walls)
- Lifts or fire alarms not working

Health Hazards

- Carbon monoxide alarm sounding
- Gas leak or smell of gas
- Broken or missing handrails on stairs
- prevalent damp and/or mould that is having a material impact on a customer's health, for example their ability to breathe
- Unsafe flooring or trip hazards for example, large holes or loose floorboards in high-traffic areas.
- Pest infestation causing health risk due to structural defects.
- Any emergency hazard classified under HHSRS (Housing Health and Safety Rating System)

9.2 Urgent Repairs (Complete within 5 Working Days)

Urgent repairs are defined as issues which, if not promptly addressed, may result in further deterioration of the property or cause significant inconvenience to the household. We aim to complete all urgent repair works within 5 working days. Examples of urgent repairs are:

- Electrical repairs
- Blocked sink, basin, or bath

- Loss of heating in summer
- Leaking waste pipe or overflow
- Leaking roof
- Door entry phone not working
- Damaged or missing floor coverings that pose a trip hazard where Broadacres has a responsibility to repair.
- Cleaning out and/or repairing defects to gutters and rainwater pipes causing increased risk to customer or home.

9.3 Routine Repairs (Complete within 28 Working Days)

Routine repairs will aim to be completed within 28 working days and arranged within a timeframe that reflects the urgency of the repair and any special requirements the customer may have. They are classified as faults that will not cause serious discomfort or long-term damage to the property such as:

- General joinery repairs internal and external doors & windows, door handles, cupboards, worktops, skirting, floorboards, etc.
- General glazing repairs
- Extensive plastering & tiling repairs
- Re-glazing panes of glass that are cracked
- Extractor fan repairs or replacement of existing fan
- Minor plumbing repairs (e.g., dripping or leaking taps)
- Minor repairs to exterior walls, brickwork, and roofs
- Re-sealing around baths, showers, or sinks
- Repairing or replacing damaged floor tiles or vinyl where Broadacres has a responsibility.
- Fence or gate repairs where security is compromised.
- Repairing loose paving slabs or steps (if not hazardous)
- Cleaning out and/or repairing defects to gutters and rainwater pipes

9.4 New Installations (Complete within 60 Working Days)

New installations are repairs that require specialist materials and/or equipment and further time to complete. They can also consist of a replacement rather than a repair of a component. Broadacres will aim for new installations to be completed within 60 working days.

Examples of such work may be:

- New/replacement kitchen units.
- Replacement of full double-glazed units
- Replacement of full windows or external doors
- Installation of new extractor fan where a fan does not already exist

9.5 Major Works (Complete within 90 Working Days)

Major Works are complex repairs that may require the input of specialist consultants to establish the full specification of works, or a specialist contractor may be required to complete the actual work.

This is often outside of Broadacres control, but we will aim for all major works to be completed within 90 working days.

Example works could include.

- Replacement of internal floors
- Non-standard or extensive brickwork repairs
- Works requiring planning/conservation input.

Any immediate risks to a customer's health and wellbeing or home will be addressed separately on a temporary basis utilising the relevant priority code.

10.0 Repair Recalls

If the same repair is reported within 28 calendar days of Broadacres attending to carry out the original works, and the issue still presents a potential hazard, Broadacres will attend by the end of the next working day from the point at which the repair is reported. Where the repeat repair does not present a potential hazard, it will be allocated a 5-day urgent priority. Recalls of works carried out during the Empty Homes phase are excluded from this priority code and will instead be allocated the appropriate priority as outlined within this policy.

11.0 Appointments

If you report an emergency repair, Broadacres will attend within 24 hours to make your home safe. We will provide an expected arrival time wherever possible and notify you when our operative is on the way. For all other repair priorities, appointments will be scheduled in advance, with a time and date arranged to suit your convenience.

Our appointment slots are.

- **All day:** 8am – 6pm
- **Mornings:** 8am – 1pm
- **Afternoons:** 12pm – 6pm

Customers will receive a confirmation text message when the order has been booked, a reminder text message 48 hours before the appointment and a reminder text message when the operative is on their way. A text message will also be received to confirm any rearranged appointments.

12.0 Repair Pre-Inspections

If a repair cannot be diagnosed at first point of contact, then additional technical input may be required. For example, if;

- the nature of the repair is unclear from the customers description.
- the repair may be the customers responsibility.
- a previous repair has not solved the problem.
- the customer has a history of wrongly reporting repairs or abusing the property.
- if an assessment needs to be made between renewal and repair.

If a pre-inspection is required a suitably trained colleague will contact the customer directly within 5 calendar days.

If the relevant technical information can be gathered during the initial contact, a physical pre-inspection may not be required.

12.1 Investigation of Potential Hazards

If we are made aware of a potential hazard in a customer home or communal area, we will arrange for an investigation to take place within 10 Calendar days by a suitably qualified colleague.

The investigation will predominantly review the fabric of the building but will take into consideration the level of risk that the hazard presents to the individual customers by reviewing the Housing Health and Safety Rating System Operating Guidance.

Upon completion of the inspection, we will provide a written summary to the customer within 3 working days of the inspection confirming the below points.

- How and when the investigation was conducted, and the job title of the individual who conducted the investigation.
- Any following investigations that are required, and if so when they will take place.
- If a hazard was found and if so what
- Whether the hazard is likely to pose a significant risk to residents' health or safety.

If it does pose a risk:

- What temporary repairs are needed to make the property safe until the problem can be permanently rectified?
- What Broadacres will do to permanently rectify the problem and the likely timescales for this?

How to contact Broadacres with any queries

If a Significant Risk of Harm is identified during the inspection from a hazard, we will start to remove the hazard within 5 working days of the summary being issued to the customer, if works cannot be started within 5 working days, works will start within 12 weeks.

Where a potential 'Damp and Mould Growth' hazard is reported, a suitably qualified colleague will carry out a full 'Damp and mould Survey' of the customers home to identify the root cause of the issue.

Broadacres will ensure:

- The customer's home is free from penetrative, rising, or traumatic damp.
- The customer home is suitably heated, insulated and ventilated to enable their home to remain free from mould hazards.
- The customer understands how to use heating and ventilation systems, with written instructions provided if required.
- The customer is provided with advice and guidance to assist them in remaining free from mould issues.
- Customer who are struggling to afford to heat their home are referred to our Money Advice Team.
- All contact information is recorded within our housing management system.

Damp and mould inspections will be carried out in accordance with the Government guidance *"Understanding and addressing the health risks of damp and mould in the home."* Where appropriate, customers will be provided with clear information and practical advice on minimising condensation within their property. All remedial actions identified during an inspection will be managed through Broadacres' Damp and Mould Case Management process, with measures implemented in line with the timescales set out in this policy. Customers who are most at risk of health issues arising from damp and mould will be prioritised in accordance with their individual circumstances. To ensure successful resolution, Broadacres will undertake a follow-up inspection no later than 60 days after the completion of remedial works.

12.2 Alternative Accommodation

If there is a hazard that poses a significant risk of harm, and the property cannot be made safe within the specified timescales, Broadacres will offer to arrange for the customers to stay in suitable alternative accommodation until it is safe to return. As outlined in the 'Decant Procedure'.

13.0 No Access

If Broadacres is unable to gain access to carry out a repair or inspection because the customer is not at home, a card will be left at the property advising the customer to contact Broadacres to re-arrange using the contact methods identified above.

- Broadacres will attempt to contact the customer via every available contact detail that we hold to make another appointment.
- Broadacres will make 1 attempt to access the customers home within the agreed appointment slot before cancelling for urgent and routine repairs.
- For Awaab's, emergency jobs, inspections and compliance servicing we will attempt 3 no access attempts before escalating to our housing team and senior managers
- Once a repair is cancelled, it is the customers responsibility to contact Broadacres to rearrange the repair.
- Continued no-accesses will be monitored and may result in customers being recharged for missed appointments.

Investigations of potential HHSRS hazards and remedial works to remove HHSRS hazards will not be cancelled, and we will continue to seek access through the appropriate tenancy enforcement measures.

14.0 Performance Monitoring

The performance of the repairs associated inspections, and investigation will be monitored through a series of post-inspections, customer satisfaction data and performance data.

14.1 Post-inspections

We post-inspect a sample of our repairs to ensure that:

- the work specified on the order has been completed.
- the quality of the work is satisfactory.
- the appropriate charge has been made; and
- the customer is satisfied with the outcome.

Post-inspection appointments will be arranged with customers in advance at a suitable time, and if any work is found to be unsatisfactory, the relevant colleague will ensure remedial actions are completed in line with the repair priorities outlined in this policy. For repairs involving health-related concerns, post-inspections will confirm that the hazard has been fully resolved, including verifying that damp and mould have been treated, excess cold mitigated, and structural safety restored.

14.2 Customer Satisfaction

All customers will be given the opportunity to provide feedback following every repair appointment, with customer satisfaction recognised as a key performance indicator. This feedback will be used to analyse trends and drive continuous improvement in the repairs service. Feedback forms will include specific questions relating to housing health and safety, such as damp and mould, ventilation, and structural conditions, enabling Broadacres to monitor patterns and automatically escalate any unresolved issues to ensure timely resolution.

14.3 Key Performance Indicator Review

Key Performance Indicators are used to identify the efficiency and capacity of works delivered by our in-house teams and contractors in line with the commitments outlined within this policy.

15.0 Legal and Regulatory Framework

You will find below a summary of relevant legislative and regulatory requirements that we are required to work within. The main legislation is as follows (List not Exhaustive):

Landlord and Tenant Act 1985

This act imposes on landlords an obligation to carry out basic repairs, covering the structure and exterior of the property and installations for the supply of water, gas and electricity, and for sanitation and space and heating and hot water. There is also an implied covenant to maintain the property in good repair.

Please click [here](#) to access the **Landlord and Tenant Act 1985**.

Defective Premises Act 1972

The Defective Premises Act 1972 places a duty of care on Broadacres to ensure that our customers are reasonably safe from personal injury and harm caused by damage or defects to their home

Please click [here](#) to access the **Defective Premises Act 1972**.

Environmental Protection Act 1990

This Act makes provision for the control of premises which are considered to be prejudicial to health or a nuisance. This legislation means Broadacres may become liable for damages and compensation to customers and their families who suffer as a result of failure to maintain properties, so as not to be prejudicial to health or a nuisance.

Please click [here](#) to access the **Environmental Protection Act 1990**

Homes Fitness for Human Habitation Act 2018

Under the Homes (Fitness for Human Habitation) Act 2018, landlords are legally required to ensure that rented properties are fit for human habitation throughout the duration of the tenancy. This includes maintaining the property in good repair and addressing any conditions that may pose a risk to the tenant's health or wellbeing. Tenants are encouraged to report any issues that may render their home unfit, so that appropriate action can be taken.

A property may be deemed unfit for habitation if it fails to meet standards relating to:

- Structural repair and stability
- Freedom from damp
- Internal layout and natural lighting
- Ventilation and water supply
- Drainage and sanitary conveniences
- Facilities for food preparation and waste disposal

In addition, the Housing Health and Safety Rating System (HHSRS) identifies 29 potential hazards, including asbestos, fire risks, electrical safety, pest infestations, and noise. Tenants have the right to take legal action if their landlord fails to meet these obligations, including applying to the court for injunctions or compensation.

The Act applies to all new tenancies from March 2019 and to all existing tenancies from March 2020.

Please click [here](#) to access the **Homes Fitness for Human Habitation Act 2018**.

Decent Homes Standard

Homes owned by social landlords must as a minimum requirement meet the Decent Homes Standard. A decent home must meet the current minimum standards for housing, that is, that the property must be free of category 1 hazards under the Health Housing and Safety Rating System, be in a reasonable state of repair, have reasonably modern facilities and service and provide a reasonable degree of thermal comfort.

Please click [here](#) for more information on the **Decent Homes Standard**.

Awaab's Law

Awaab's Law is a new law that came into force on 27 October 2025. This legislation requires social landlords to fix reported damp, mould and emergency repairs within strict timeframes.

Please click [here](#) for further guidance on **Awaab's Law**.

Heating Network Regulation (Energy Act 2023 & Heat Networks (Market Framework) Regulation 2025)

Broadacres operates several communal and district heating systems. As a social landlord, we are responsible for ensuring these systems are safe, reliable, and maintained to a high standard. We will:

- **Maintain and repair all communal heating and hot water systems** to ensure consistent and reliable supply to customers' homes.
- **Respond to loss of heating or hot water as an Emergency Repair**, in line with this policy.
- **Communicate clearly with customers** during outages, planned works, or service interruptions, including expected timescales for restoration.
- **Provide temporary heating or alternative arrangements** were required to protect customer health and wellbeing.
- **Ensure fair, transparent billing** for heat network customers, with clear explanations of charges and consumption.
- **Support vulnerable customers** who may be disproportionately affected by heating loss or affordability issues.
- **Meet all regulatory requirements** for the operation of heat networks, including registration, performance standards, and customer protection duties set by the national regulator.
- **Keep accurate records** of outages, repairs, maintenance, and customer contact to demonstrate compliance and support continuous improvement.

This ensures that customers connected to a heat network receive the same level of service, protection, and responsiveness as those with individual heating systems.