

Pathways

Repairs Policy



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Scope

This policy applies to:

- All shared ownership properties owned or managed by Citra Pathways Limited (Pathways)
- Common areas within the buildings where these properties are located
- Any other properties in which Pathways holds a legal interest.

Policy statement

Pathways is dedicated to providing high-quality homes for our customers to enjoy. We recognise that occasional repairs are inevitable, and we are committed to delivering a dependable repairs service to ensure your comfort and maintain the safety of your home. We also recognise that an effective repairs service should deliver value for money while remaining customer focused.

The aim of this policy is to outline how repairs and maintenance for shared ownership properties are managed, clarify responsibilities, and ensure compliance with all legal and regulatory requirements.

A separate policy sets out our approach to:

- Property health and safety (Health and Safety Policy)
- Customer complaints (Complaints Policy).

Key principles

- Explain which repairs are Pathways' responsibility and which are the customer's responsibility
- Deliver repairs in line with lease obligations
- Ensure services meet all legal and regulatory standards
- Work closely with customers and use feedback to improve services.

For shared ownership customers who hold a lease for a house, responsibility for maintaining the property lies with the shared owner. There are however exceptions where a repair maybe the responsibility of the builder, covered by a warranty, or you have the benefit of the Initial Repairs Period. Please contact us for more information.

This policy should be read and interpreted alongside your shared ownership lease which sets out Pathways' responsibilities, your responsibilities as a shared owner and your rights and obligations. If there is a conflict between a term of a lease and our policy, the lease will take precedence. Please refer to your lease in the first instance as it will confirm which parts of this policy, if any, are applicable to your property.

Service approach

Where a repair to your home is covered by the Initial Repair Period or where we carry out communal repairs, we aim to provide a high-quality, cost-effective service that keeps homes safe, in good condition and minimises disruption.

How we will deliver this

We will:

- Set clear expectations for staff and contractors
- Comply with all legal and regulatory requirements
- Offer out of hours assistance for emergency repairs using our standard telephone number
- Communicate customer rights and responsibilities clearly
- Keep accurate records of properties, repairs, costs, and communications
- Apply strong quality control and compliance processes
- Monitor performance, report regularly, and use insights to improve
- Gather feedback through surveys, complaints, and compliments
- Source materials and suppliers that balance quality, durability, and price.

Reporting repairs

Pathways is committed to making access to its services as simple as possible. In view of this, there are a number of ways for customers to report repairs:

- Via FixFlo - lloydsliving.fixflo.com
- By email hellopathways@lloydsliving.co.uk
- By phone 0345 030 6546
- In writing to Customer Service Pathways, c/o Lloyds Living, X+Why, 100 Embankment, Cathedral Approach, Salford, M3 7FB
- Online via our [website](#).

Initial Repairs Period

For some new-build shared ownership homes, Pathways may be responsible for certain repairs for the duration of the Initial Repair Period as defined in your lease. This is usually up to 10 years from the date of the lease or until you reach 100% ownership, whichever comes first. Please check your lease to confirm if this applies.

During this period, your lease may also allow reimbursement for certain internal non-structural

repairs, up to £500 per year, with unused amounts carried forward for one year only (e.g., £1,000 if nothing claimed in the previous year). These terms apply only where stated in your lease, which takes precedence. Please contact us for more information.

Communal areas

Where responsible for external or shared building parts, Pathways (or its agents) will keep them in good repair. We aim for 'right first time' repairs, supported by effective systems, processes, and contracts. Some repairs may require follow-up visits due to material availability or the nature of the work. The costs of communal repairs will be passed on to shared owners and lessees via service charges.

Customer responsibilities

In general, shared owners are responsible for all repairs and maintenance to their homes. The shared ownership lease sets out your responsibilities to keep the property in repair. It is important that you understand these responsibilities. If you're unclear please speak to us or alternatively you could take independent advice. There may be local services that can help like the Citizen Advice Bureau or you could visit the government back leasehold advice service. www.lease-advice.org.

We may inspect your property to ensure proper maintenance. If repairs are needed, you'll receive written notice and have 3 months to complete them. If not done, we may carry out the work and recover costs.

As a Shared Owner you must service your boiler annually using a Gas Safe registered engineer. Some repairs may be covered by a building warranty and you should ensure that no action is taken which could undermine such a policy. Review your warranty and notify Pathways before making a claim. We will either progress the claim or advise you on next steps

Pathways repairs

If we are responsible for repairs under the terms of your lease, please report them to us by phone, email or letter. Emergencies must be reported by phone which can be done 24/7 365 days a year using our usual phone number. We will assess the issue taking the necessary action where its Pathways responsibility or advise you if we believe it is your responsibility.

Contractors

All contractors are vetted for insurance, accreditations, and HMRC checks, and must sign a Pathways agreement covering confidentiality, data protection, health and safety, equality, and conduct.

When attending a development, contractors will:

- Be polite and courteous
- Keep tools and materials safe
- Remove all rubbish
- Ensure affected services work before leaving or make appropriate alternative arrangements.

Defects

New properties and homes may be within a 'defects liability period'. This means the developer that built the property, will be responsible for rectifying emergency and routine defects. All Shared Owners will be provided with any applicable policy. We recommend that customers read this carefully to understand what is and isn't covered by the policy. These should be reported to Pathways using the reporting channels set out above.

Pathways will keep property records in a way that means defects liability can immediately be identified. The developer/contractor responsible will be notified immediately after a defect is reported to Pathways and the Shared Owner will be advised of the timescales applicable within this liability period. Pathways will monitor to ensure these timescales are adhered to, and customer feedback will be collected as with other repairs.

The Shared Owner is responsible for reporting defects to Pathways Aftercare Team, who will then pass the report to the developer/contractor responsible, keeping records of the report so it can be followed up in a timely manner. Pathways will have an out of hours service for emergencies.

After the developer's defect liability period expires, the warranty (NHBC or similar) will provide cover from year 1 or 2 until the end of year 10, for items that are defects of design and construction, subject to a minimum claim value set out in the policy document (typically £2,000). Claims will, unless otherwise stated or agreed, be made by Pathways.

If the shared owner staircases to 100% ownership during this period, then Pathways will arrange for the warranty provider to transfer the benefit to the outright owner as necessary.

Any general maintenance requirements, unless covered by warranty or the Initial Repair Period, are the responsibility of the leaseholder, even during the defect's liability period. Please check your lease for full details.

Customer feedback and complaints

Customer complaints about repairs services will be handled in line with our complaints policy.

Complaints relating to repairs will be monitored and used, individually and in aggregate, to refine and improve our services and performance.

We always welcome feedback on any of our policies, procedures or services at any time. If you have any comments, compliments or complaints about this policy, please let us know. Feedback may be made in one of the following ways:

- Online via our [website](#)
- By email hellogpathways@lloydsliving.co.uk
- By phone 0345 030 6546
- In writing to Customer Service Pathways, c/o Lloyds Living, X+Why, 100 Embankment, Cathedral Approach, Salford, M3 7FB.

Equality, diversity and inclusion

A key aim of the Pathways approach to diversity and inclusion is to ensure that it is embedded in service delivery policies and procedures. In recognition of this Pathways will aim to deliver services that are:

- Relevant and fully accessible to all
- Tailored to meet both the specific needs of the individual, including those with additional support needs, and the diverse needs of the wider community
- Compliant with all aspects of equality and diversity legislation.

Monitoring and compliance

We will monitor the delivery of our responsive repairs service and report to operational staff, senior leadership team, the board, and our customers. Key performance indicators will be used to monitor and report performance, as well as complaints and compliments received. This allows us to be accountable for our service delivery, identify any trends which require intervention, and focus on delivery of the objectives stated above.

In time we will work with customers on the existing indicators and develop new ones.

Review schedule

This policy will be reviewed every three years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and/or change in legislation/regulatory requirements. This process ensures the policy's continuing suitability, adequacy, and effectiveness.

The Pathways Chief Strategy Officer has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the board.

Current version	Date approved	Date for review	Document owner
1.0	16.12.2025	By 16.12.2028	Craig Luttmann

For more information, please visit:

www.lloydsliving.co.uk/pathways

This policy relates to Pathways only.

Citra Pathways Limited is a Private Limited Company. Registered in England and Wales No. 15662072.

It is a for-profit registered provider of social housing and registered with the Regulator of Social Housing (No. 5221).

Citra Pathways Limited registered office: X+Why, 100 Embankment, Cathedral Approach, Salford, M3 7FB.

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