



# Repairs & Maintenance Policy

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## **Introduction**

The document clarifies HHA's policy for the Responsive Repairs service. The policy will ensure that customers continue to receive a high standard of service focused upon the main areas of repairs and will allow HHA to provide a repair service that delivers on efficiency, effectiveness and value for money for all customers...

## **Aims and Objectives**

The overall aim of the Repairs and Maintenance policy is to contribute to the efficient and effective maintenance of HHA housing stock.

The specific objectives of the repairs policy are: -

- To provide an efficient, prompt, cost effective and value for money repairs service, that all customers know what to expect from the service.
- To ensure that repairs are carried out within the publicised timescales, where practically possible in a 'first time fix'
- To promote understanding of the Association's legal responsibilities and customers' obligations in relation to responsive repairs issues.
- To achieve high standards of customer care and customer satisfaction in the repair service.
- To ensure that all HHA homes are maintained to a high standard and to a minimum of Decent Homes standard.
- To ensure that HHA maximise the life of their properties whilst it is economical to do so.
- To manage and monitor the performance of the responsive repairs service and planned maintenance service that enables the Association to achieve continuous improvement.

## **Scope**

The policy will cover all responsive repairs with the exception of any gas related repairs (which will be covered under the Gas policy) and applies to tenanted properties only. Empty properties will be covered by the Void Repairs and Standards Policy.

## Performance Measurement and Monitoring

The impact of the policy and its application will be monitored by the performance reporting systems that HHA uses. To ensure that HHA prioritise work effectively and provide high levels of customer service, repairs have been placed into 4 categories, these are listed in the table below. By categorising repairs, we are able to manage and monitor performance in each category.

Category of Repair	Timescale	Definition	Examples
Emergency (P1)	Within 24hours	Where there is a potential danger to the health or risk to safety of the customer or a serious damage to the building.	<ul style="list-style-type: none"> <li>• No power to the property</li> <li>• Damage to ground floor windows which affects the safety of the occupants</li> <li>• Insecure external doors</li> <li>• Non containable leaks or floods.</li> </ul>
Urgent (P2)	Within 5 working days	Repairs that do not pose an immediate health and safety risk but would cause a major nuisance, discomfort or inconvenience to the customer	<ul style="list-style-type: none"> <li>• Broken glazing</li> <li>• Partial loss of power</li> <li>• Internal leaks that can be contained</li> <li>• Taps that cannot be turned on or off</li> <li>• Non flushing toilet (and is the only toilet in the property)</li> </ul>
Routine (P3)	Within 28 days	Repairs that cause limited inconvenience and without long term detriment to the property	<ul style="list-style-type: none"> <li>• Internal joinery repairs</li> <li>• Repair to gutter</li> <li>• Plastering works</li> <li>• Roofing works</li> </ul>

Planned work (P4)	Within 3 months	Works that do not pose a risk to health and safety or security and have a specific or specialist materials may be required	<ul style="list-style-type: none"> <li>• Fencing works</li> <li>• Guttering</li> <li>• Roofing works</li> <li>• Mould treatment</li> <li>• Footpaths</li> </ul>
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For Emergency repairs we may be only able to carry out a temporary fix by 'making safe' and secure the property. Further follow up works will be carried out within the timescales listed above. HHA will aim to complete repairs within the timescales listed, unless we advise the customer (within the period) that the repair will be repaired at a later date, for example if it is to be included as part of a major works programme.

HHA will use its discretion on policy decisions if a customer is vulnerable or in a situation that could make them vulnerable, we will prioritise their repair as a result.

Customers have, under their Tenancy Agreement, responsibilities to carry out certain repairs themselves. HHA has discretion to decide to complete these for customers. These repairs may then be recharged back to the customer (Rechargeable Repair Policy).

### Measurement of the Repair Service

HHA through its contractors aim to deliver a high standard of repairs. Through customer feedback and the Customer Satisfaction survey of its customers we have identified the key elements important in delivering a high performing repairs service. Therefore HHA and its contractor's will aim to;-

- **Appointments** – we aim to provide appointments with customers to carry out their repair at a time convenient to them and within the given timescale of the repair. From time to time customers may make an appointment that is most convenient to them that will result in the timescale of the repair going past the required deadline. This is acceptable but will be recorded as out of time but for a reasonable reason. If a customer is unable to provide access at the time arranged the job will be cancelled until further instruction from the customer. The customer will be notified of this by email/text or letter
- **First time Fix** - we will aim to limit the number of visits and inconvenience to the customer by resolving repairs at the first visit. We will monitor the performance of our contractors to inform us whether the repair was completed in the appropriate number of visits and agreed timescales.

- **Customer Satisfaction** – we will aim to ensure all our customers are satisfied with our repairs service. These will be monitored by call backs on the performance of contractors and the quality of the repair. These will also be scrutinised by the Customer Liaison Committee and where HHA fail to meet its targets then customers will be encouraged to go through our Complaints Procedure. Following each complaint, we will put in place a Lessons Learnt approach for the improvement of the service going forward.
- **Financial Indicators** – we aim to provide a high quality service at a reasonable price thus providing value for money for our customers. We will have a strategy for properties with a high volume of repairs and seek to demonstrate how we have improved the efficiency and effectiveness of the repairs service whilst working within the budgetary constraints of a small organisation.
- **Contractors** – we will ensure all our Contractors are fully qualified and have appropriate and up to date registrations to undertake the work on our customers' homes. We work with them to ensure they comply with Health and Safety requirements, our repair priorities and contract terms and that work is carried out to a high standard. Feedback from customer surveys will be provided to Contractors
- **Monitoring of Performance** – we will monitor the delivery of this policy through key performance indicators which includes
  1. % of orders completed within the target timescale.
  2. % of customers satisfied with the repairs service.
  3. % of orders completed first time.
  4. % of orders varied in value from original cost.
  5. % of orders pre and post inspected for quality and value for money.

## Service Standards

### Customer Care

Whilst working in and carrying out a repair in a customer's home contractors will:-

- Aim to ensure that repairs are prioritised and completed within the relevant timescales.
- The contractor will contact the customer when they are on the way to the repair.
- Always keep to an appointment time where access to their home is required. If this is not achievable then they will contact the customer to arrange a suitable alternative time.
- Always introduce themselves and show the customer their ID
- Be smart, clean and presentable.
- Carry out the work to a high standard, respecting the customer's property and contents at all times.
- Treat the customer, their families and visitors with courtesy and respect at all times.

- Be professional at all times.
- Ensure that they leave the work area clean and tidy and all rubbish and excess materials will be removed from the property and disposed of appropriately.
- If they are unable to complete the repair they will explain to the customer what will happen next. The customer will be kept updated about their ongoing repair by HHA in liaison with the contractor.

These standards are measured through the Customer satisfaction surveys and performance measures.

## **Right to Repair**

If HHA has failed to meet its repairing obligations customers are entitled to claim compensation from us of £15 plus £5 per day for every day the repair is still not completed up to a maximum of £75. This is subject to investigation of why the repair was delayed. Access to suppliers over holiday periods (Christmas, Bank Holidays etc.) where parts cannot be sourced temporarily, for example, is not covered under this compensation

There are other entitlements that Customers may be able to claim and include

- Right to Improve – customers are allowed to improve their home, but all requests to carry out this work must be in writing and authorised by HHA prior to the works being carried out, in accordance with their Tenancy Agreement. Examples of these improvements are fitting a new kitchen, bathroom and central heating system. Once the improvements have been made HHA will not be responsible for replacing, renewing or maintaining any fitting or improvement.
- Right to Compensation – Customers may be entitled to compensation for some improvements they make to their home. They become eligible for consideration when they have left the property and provided they have had our written consent to do the work. There are further details in the Tenants Handbook under Compensation Policy.
- Right to Acquire/Right to Buy – If a customer has made an application for the Right to Acquire/ Right to Buy then HHA will only carry out emergency or urgent repairs that the law requires until the purchase of the property is complete.

## **Value for Money**

The policy has been written to ensure that the repairs service meets the objectives of HHA to deliver value for money and to continually develop the service to provide the most efficient and effective methods that will achieve this.

HHA aims to achieve this by

- Putting fewer resources in to get the same results.
- Getting the best price for the same results.

- Getting better results from the same resources

Ensuring effective procurement methods are in place to lead long term value for money, meet customer needs, maximise economic benefits and minimise damage to the environment. **Statutory and Legal Requirements**

In developing this policy it has been important to refer to the regulatory and legal requirements that impact on HHA. These are –

- Landlord and Tenant Act 1985 – places a responsibility on landlords to carry out basic repairs, including

*“the structure and exterior of the property, the installations for the supply of water gas and electricity and for sanitation, space heating and heating water,”*








- The Defective Premises Act 1972 – section 4 places a duty on the landlord to take reasonable care to ensure that anyone who might be expected to be affected by defects in the property is reasonably safe from injury or damage to their property.
- The Environmental Protection Act 1990 – makes provision for the control of premises whose conditions are considered to be prejudicial to health or nuisance. (HHA would be liable for damages and compensation to customers and their families who suffer as a result of failure to maintain their properties).
- The Association has developed a proactive, zero tolerance approach to reports of damp and mould within customers properties. HHA will work with the new requirements of any new legislation such as Social Housing Reform Act and Awaabs Law to deal promptly to any reports of damp and mould, providing support and guidance on how these issues are managed going forward.



## APPENDIX 1









### Repair Responsibilities

The policy aims to clarify the most common repairs reported and confirm whether responsibility for that repair is HHA's. The Rechargeable Repairs Policy and the customer's Tenancy Agreement should clarify responsibility in terms of repairs, and should be read in line with this policy.

Repair ( External)	Description	HHA Responsible
Gardens/ back yards	The maintenance and removal of any rubbish/ damaged structures erected by the customer.	
Sheds	Any sheds provided to the customer will be considered a gift and not maintained or replaced.	
Paths	Uneven paths and steps serving main access or exit route from the property will be maintained where this is within the boundary of the customer's home.  Repairs to pathways where there is no health and safety issue will be given a P4 status	  
Clothes Lines	Clothes line posts and rotary lines ( except where these are provided in communal areas) are not the responsibility of HHA	
Fencing	HHA aims to ensure that security is maintained for customers and will carry out works in priority based on the location of the fence and whether there is a Health and Safety risk.	
TV Aerials	Individual tvls to properties will not be provided or maintained.	

Overflows	HHA will undertake repairs to stop or prevent overflows from tanks and other water outlets. Priorities may change due to potential damage to properties and weather conditions	✓
Door Locks	Locks requiring renewal due to fair wear and tear will be renewed .  Damaged locks will not be the responsibility of HHA	✓  ✗
Glazing	Broken glazing will be renewed only where this has been a result of criminal damage and a crime reference number is provided.	✓
Door Entry Systems	HHA will maintain all door entry systems and intercoms	✓

Repair (Internal)	Description	HHA Responsible
Internal Decorations	No internal decorations will be undertaken as part of responsive repairs.  Making good to decorations will be undertaken where damage has been caused as a result of HHA's contractor undertaking a repair.	✗  ✓
Floors	HHA will ensure that floors are level without holes or breaks. Laminated flooring installed by the customer will not be maintained	✓
Electrical sockets	Additional electrical sockets will not be provided by HHA	✗
Blocked sinks/baths	HHA will arrange for sinks and baths to be unblocked where there is no customer misuse. This is the same for main drain blockages.	✓
Failed Double Glazed units	HHA will make a decision on whether to replace a failed double glazed unit dependent	✓ ✗

	on the window location and severity of the double glazing failure.	
Internal doors	Doors will be replaced if deemed to be fair wear and tear.  HHA will not be responsible for shaving of internal doors when new floor coverings have been fitted by the customer.	  
Kitchen Units	Repairs to kitchen units, work surfaces etc. due to fair wear and tear will be repaired. HHA will endeavour to get a match to the existing kitchen units or as close as reasonably possible.	
Plumbing for washing machines and dishwashers	HHA will not be responsible for the plumbing in of washing machines and dishwashers.	
WC seats	HHA will not replace as part of its repair service	
Fireplaces	HHA will not replace fireplaces that are deemed as unrepairable.  Instead HHA will remove and make safe by venting the chimney breast and making good the plasterwork and decoration via a decoration allowance.	  
Disabled Adaptations	HHA will repair any adaptation that has been installed by them or as a result of a Disabled Facilities Grant, in one of its properties including servicing as long as permission for the work has been approved by HHA.	

## **Appendix 2**

### **Associated Policies, Strategies and Procedures**

- Recharges Policy
- Void Repairs and Standards Policy
- Asset Management Strategy
- Gas Policy and Procedures
- Aids and Adaptations
- Value for Money Strategy