



POLICY: RESPONSIVE REPAIRS

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Copies of this Policy may be made available in alternative formats on request.

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POLICY: RESPONSIVE REPAIRS

All reference to 'we', 'our' or 'us' in this Policy should be read as meaning Sandbourne Housing Association.

1. Purpose and aim of the Policy

- 1.1 We will ensure adequate resources are available to provide an efficient and effective responsive repairs service to our residents.
- 1.2 The objectives of this Policy are:
 - 1.2.1 to maintain our housing stock in good, safe and lettable condition
 - 1.2.2 to preserve its asset value
 - 1.2.3 to meet our statutory, regulatory and contractual repairing obligations
 - 1.2.4 to act as a fair and responsible social landlord
 - 1.2.5 to ensure probity and achieve value for money for the tax payer, business and residents
 - 1.2.6 to promote the use of local and small value for money contractors, where appropriate
 - 1.2.7 to ensure contractors operate in a safe, responsible and courteous manner.

2. Responsive repairs service standards

- 2.1 We will operate simple, convenient and well publicised arrangements for reporting repairs. We will aim to fulfil our repairing obligations to agreed standards and within defined response times. These will be reviewed at regular intervals following consultation with residents. The response times will be by agreement and by appointment between the resident and the contractor, where reasonable.
- 2.2 We will provide residents with an out-of-office hours' emergency repair service.
- 2.3 We will aim to complete responsive repairs (ie those reported by residents, their relatives, advocates, or our staff) within the following timescales:
 - 2.3.1 Emergency works
 - 2.3.1.1 Works in this category will be completed within 24 hours. They are those which, if left unattended, may cause immediate risk of injury or damage to

health, loss of facility causing undue hardship, extensive damage to property, or loss of security. Examples of these are total loss of cold water supply, blocked overflowing drains or loss of heating during winter months. Where a permanent repair cannot be made immediately, a temporary repair will be carried out to make safe, and a permanent repair will then be undertaken under a less urgent priority timescale. During the winter months, normally defined as between November to April inclusive, heating repairs will be considered emergency works. Temporary heating will be provided if appropriate during the winter months or in other exceptional circumstances, eg poor health requiring adequate heating.

2.3.2 Other works

2.3.2.1 All other works will normally be arranged to be undertaken by mutually agreed appointments, made by the contractor directly with the resident.

2.3.2.2 The contractor will be expected to contact the resident within three working days of the order being raised to arrange for an appointment for the works to be completed.

2.3.2.3 The contractor will be expected to inform us if they are unable to make contact with the resident to arrange an appointment within three working days of an order being placed or are unable to make an appointment for the works to be completed at a reasonable time or within a reasonable timescale.

2.3.2.4 Appointments will normally be for works to be undertaken during our normal working hours, other than for emergencies.

2.3.2.5 Appointments can be made to undertake works outside of our normal working hours if that is convenient for both the contractor and resident and will not require contact to be made with us, for example to authorise additional works at the time the work is being undertaken, unless it is an emergency situation.

3. Resources

3.1 We will take reasonable steps to ensure that adequate funding is available to meet current and future maintenance needs.

4. Statutory, regulatory and contractual repair and maintenance obligations

4.1 We will comply fully with all relevant legislation in relation to the repair of the structure and exterior of our properties and associated services, communal areas, and the express and implied conditions and responsibilities set out in our tenancy agreements. We will also comply with all relevant regulatory requirements, eg 'the right to repair' and will seek to conform to recognised best practice.

5. Probity and value for money

5.1 All orders and contracts for works or services will be issued and payment authorised within clearly defined lines of delegation and responsibility, and in

line with our Standing Orders and Financial Regulations. Our strategy will aim to combine the best quality of service with value for money for the tax payer, business and residents.

- 5.2 Where appropriate, term maintenance contracts may be entered into with approved contractors to optimise the cost-effectiveness of a responsive repairs service. We will maintain contract control procedures to monitor contractor performance, to comply with legal requirements and will enforce penalties where appropriate. The efficiency and effectiveness of contractors will be regularly monitored to assess competitiveness, speed and quality of work, value for money, attitude towards residents, compliance with health and safety regulations and the principles of equality and diversity. We will also monitor the distribution of work between contractors providing particular trades to ensure that it is fair, appropriate, and effective.
- 5.3 Works may be inspected following completion as part of a post satisfaction survey.
- 5.4 We will seek to recover from residents the cost of works identified as rechargeable.
- 5.5 Rechargeable repairs will normally be items that are due to a resident undertaking, or having undertaken, unauthorised repairs and/or improvements that are not up to our standards, timescales or our responsibility. This will also include items that have, or are likely to, cause damage and/or risk to the landlords' fixtures, fittings or structure of the building, other than through reasonable wear and tear. Information is made available to residents to explain this in more detail.
- 5.6 Maintenance and repairs provision will be subject to regular review. Information leaflets will be made available to residents on aspects of repairs and related service issues.

6. Commitment to equality and diversity

- 6.1 Measures will be taken against any contractor who behaves in a discriminatory manner.

7. Residents' rights and responsibilities

- 7.1 We will maintain and publicise our policies and procedures, including information leaflets.
- 7.2 Residents' rights and responsibilities are clearly laid out in their tenancy agreement.

8. Performance monitoring

- 8.1 We will monitor our compliance with the terms of this Policy through regular reports to the Board.

9. Equality impact assessment/Protected characteristics (as at 8 January 2019 or later amendments/additions)

9.1 Neutral.

10. Consultation arrangements

10.1 We will consult all residents and recognised residents' bodies on significant changes to this Policy and their views will be taken into account by the Board before approving it.