



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 are committed to providing an excellent responsive repairs service to meet our statutory obligations, ensure the satisfaction of our residents, protect the value of our housing stock, ensure probity and achieve value for money for all our stakeholders.

2. Key policy objectives

The objectives of this Policy are:

- 2.1 To provide an efficient, prompt and cost effective responsive repairs service which is easily understood.
- 2.2 To promote understanding of which responsive repairs we are responsible for and which are the responsibility of the resident.
- 2.3 To achieve high levels of resident service and satisfaction.
- 2.4 To monitor the performance of the responsive repairs service and to seek continuous improvement.
- 2.5 To promote the use of local and small value for money contractors where possible and appropriate.
- 2.6 To ensure that contractors operate in a safe, responsible manner, providing a consistent service to residents.

3. Legal and regulatory requirements

- 3.1 We will carry out all repairs in accordance with legislative requirements and Regulatory Standards. Current legislation places an obligation on us as a landlord to maintain the structure and exterior of the property, including installations for the supply of water, gas and electricity, heating systems, drainage and sanitary appliances.

3.2 In addition, the regulatory Home Standard states that:

3.2.1 *Registered providers shall:*

3.2.1.1 *provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to tenants, and has the objective of completing repairs and improvements right first time*

3.2.1.2 *meet all applicable statutory requirements that provide for the health and safety of the occupants of their homes.*

4. Responsive repairs service standards

4.1 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 continue to be reviewed at periodic intervals in consultation with residents. The response times will be by agreement and by appointment between the resident and the contractor where reasonable.

4.2 We will provide residents with a well-publicised 'out of hours' emergency repairs service.

4.3 We will send surveys to all residents requesting repairs to monitor the performance of contractors against our Repair Service Standards and report the outcomes from those that are returned to all residents and the Board at least annually.

4.4 We will aim to complete responsive repairs (ie those reported by residents, their relatives, advocates or our staff) within the following timescales:

4.4.1 Emergency works

4.4.1.1 Works in this category will be completed within 24 hours. They are those that, if left unattended, may cause immediate risk of injury or damage to health, loss of a facility causing undue hardship, extensive damage to property, or a loss of security. Where a permanent repair cannot be made immediately, a temporary repair will be carried out to make safe, and a permanent repair will be carried out within a less urgent priority timescale.

4.4.1.2 During the winter months (normally between November to April inclusive), heating repairs will be considered as emergency works. Temporary heating will be provided if appropriate during the winter months or in other exceptional circumstances eg the poor health of the resident requires them to have adequate heating.

4.4.2 Other responsive works

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

- 4.4.2.2 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.
- 4.4.2.3 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.
- 4.4.2.4 Appointments will normally be for works to be undertaken during our normal working hours, other than for emergencies.
- 4.4.2.5 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.

5. Inspections

- 5.1 Inspections can be classified as either pre-inspections or post inspections.
- 5.2 Pre-inspections may be needed to accurately diagnose problems and determine what work is required, or to support a vulnerable resident who is seeking assistance with a repair where:
 - 5.2.1 The resident is unable to fully explain the repair that is required and needs our assistance.
 - 5.2.2 The responsibility for the repair either lies with the resident or is initially unclear.
 - 5.2.3 Where the works required are extensive and involve a number of different trades or contractors.
 - 5.2.4 A previous repair has not solved the problem.
- 5.3 Post inspections will be conducted to collect and collate information as to the quality of completed repairs. We will use this information to improve the repairs process and audit the work of our contractors.
- 5.4 We will post-inspect works with an actual cost of more than £1,000.

6. Resident responsibilities

- 6.1 Outside our responsibilities there are repairs that residents are responsible for. These are detailed and publicised in our 'Repairs Guidelines' leaflet which is issued as part of the new lettings pack, available via our website and on site at our 60+ developments.

- 6.2 These include, but are not limited to:
 - 6.2.1 Light bulbs and fluorescent tubes in residents' homes
 - 6.2.2 Toilet seats and toilet roll holders
 - 6.2.3 Replacing or cleaning shower heads and hoses (other than when the resident first moves in)
 - 6.2.4 Replacing keys or locks in the event that keys have been lost.
 - 6.2.5 Broken mirrors where they have been damaged by the resident
 - 6.2.6 Cleaning extractor fans
 - 6.2.7 Any gas or electrical appliance that we do not own
 - 6.2.8 Any item installed by the resident.
- 6.3 Responsive repairs where the cost may incur a service charge to a leaseholder will be carried out in accordance with the appropriate legislation concerning leaseholder consultation and notification.

7. Rechargeable repairs

- 7.1 A rechargeable repair occurs where there has been deliberate damage or neglect by a resident, their family or visiting friends to a property that we own. The repair will be highlighted to the resident as being rechargeable at the point of reporting to discuss and agree a repayment plan in advance of the work being ordered.

8. Improvements and alterations

- 8.1 Improvements to and alterations to residents' homes may only be carried out with written permission from us in advance. We will carry out an inspection after the work has been completed to ensure that it meets the standard required. We may make a charge to correct any work that is found to be sub-standard during the inspection.

9. Probity and value for money

- 9.1 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.
- 9.2 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.
- 9.3 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.

- 9.4 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.

10. Equality and diversity

- 10.1 We have a responsibility to serve the needs and promote the interest of all staff and residents. We will provide an equal service in accordance with the Equality Act 2010.
- 10.2 Action will be taken against any contractor who is found to have behaved in a discriminatory way.

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

- 11.1 Neutral.

12. Residents' rights and responsibilities

- 12.1 We will maintain and publish our policies and set out residents' rights and responsibilities in our tenancy agreement and supporting documentation.

13. Performance monitoring

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

14. Consultation arrangements

- 14.1 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.