



Repairs Policy

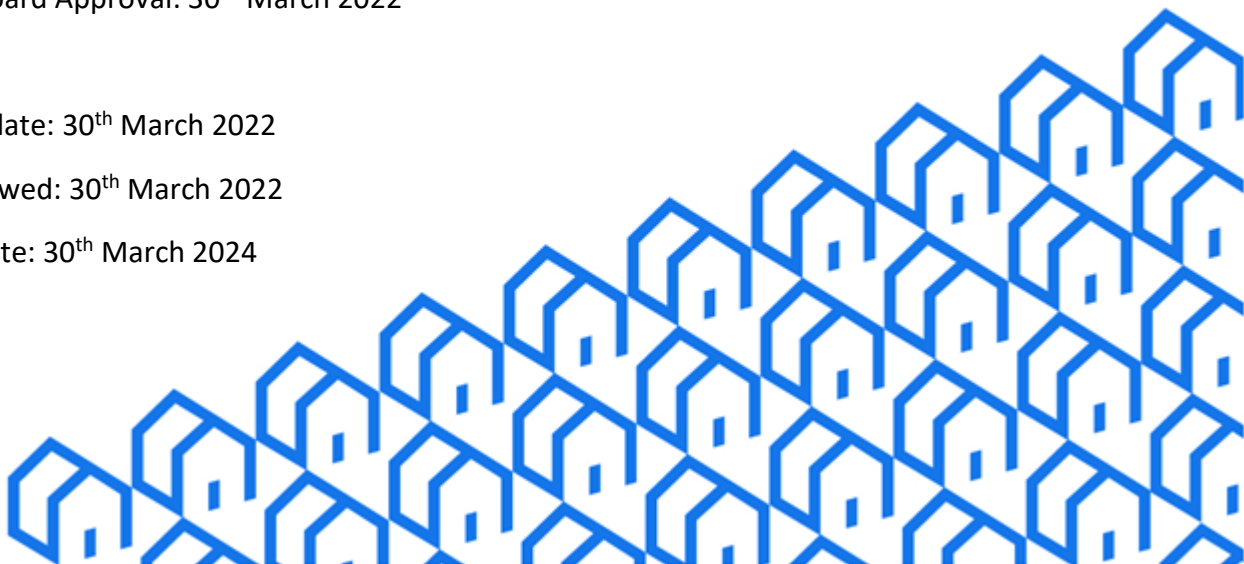
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Introduction

Empower Housing Association (EHA) is responsible for the maintenance and repairs to our properties.

EHA are committed to ensuring our tenants' homes remain safe and fit for purpose.

Scope of the Policy

EHA has established a policy which covers repairs, reporting of repairs and rechargeable repairs within all our properties.

This policy is relevant to all EHA employees, tenants, contractors and other persons or other stakeholders who may work on, occupy, visit, or use its premises, or who may be affected by its activities or services.

Key Roles and Responsibilities

The board will have overall governance responsibility for ensuring the Repairs Policy is fully implemented to ensure full compliance with the regulatory standards. As such the Board will formally approve this policy and review it periodically. The policy will be reviewed every three years.

The board will receive quarterly KPI's (Key Performance Indicators) of all repairs broken down by each urgency indicator (mentioned under reporting repairs). This is so they have assurance that the policy is operating effectively in practice.

Senior Management will receive at least quarterly KPI'S as above.

Appointed Duty Holder

The Buildings Quality Manager will fulfil the role of appointed 'Duty Holder' on behalf of EHA to ensure the implementation of this document.

Although the organisation has an appointed Duty Holder, EHA's Chief Executive will be ultimately responsible for ensuring compliance with current legislation, ensuring that the organisation fulfils its duties and responsibilities as outlined in this policy document and the supporting procedures.

Responsible Persons

EHA's Building Quality Manager is responsible for managing compliance with this policy on an operational basis.

Every member of staff, particularly those working in Maintenance, Compliance, Development and Housing Management, has the responsibility to read, understand and implement this policy fairly and consistently

Policy Statement

This policy sets out how we will deliver our day-to-day responsive repair service to provide a high-quality service for tenants, ensuring our homes are safe and well maintained, with close links to our servicing, planned and cyclical maintenance programmes

The policy aims to ensure we manage our responsive repairs effectively, carrying out repairs and maintenance work quickly, efficiently and to a high standard.

Where repairs are the responsibility of the tenant, the policy ensures there is a clear system to ensure a fair and consistent approach and that tenants are able to access appropriate support and guidance.

In delivering this policy we will aim to:

- Deliver a value for money responsive repairs service that meets the needs of our tenants and leaseholders
- Meet all relevant legislative and regulatory requirements and meet our contractual and legal obligations
- Ensure that we maintain a safe and secure environment for tenants
- Carry out repairs that are EHA's responsibility
- Ensure that a consistent and fair approach is adopted in relation to recovering costs of a rechargeable repair
- Carry out repairs at an appropriate time and at the convenience of the tenant
- Maintain high quality homes in a good state of repair

Reporting Repairs

Repairs can be reported by telephone through our Maintenance department on 01257 260712, out of hours by pressing option 1 or through our out of hours number 07791763570, by email at maintenance@empowerhousing.org.uk, during a performance review check or in writing to our office address.

Our 'Out of Hours' emergency service operates 24 hours, 365 days a year for emergency repairs. Where a reported repair is not an emergency, the caller will be asked to call back during office hours on the next working day.

All repair responsibilities are listed in the Schedule 3 section 'repairs and responsibilities' of the tenancy agreement.

EHA Maintenance Officers input urgency indicators on every job created as below.

Reactive repairs are:

- Emergency – 24 Hours
- Urgent – 7 Working days
- Non-Urgent – Within 28 working days.

Basic examples of emergency repairs are:

- Burst water pipes, serious leaks, or loss of water supply
- Complete electrical failure
- Complete loss of heating/and or hot water
- Blocked toilet – only one toilet in property
- Security issue with domestic external doors or windows
- Immediate H&S Risks.

In some instances, an item or appliance such as an external storage box, garden shed, built in wardrobes, kitchen white goods or temporary heater may be 'gifted' to a tenant. Gifted items in all instances will become the tenant's responsibility and EHA will have no repairing responsibility for these items. This includes any repairs, maintenance, or replacements of these items. If EHA are asked to complete the work on the tenant's behalf this would be classed as a rechargeable repair.

Rechargeable repairs

We aim to manage tenancies efficiently and in a cost-effective manner by balancing both the rights and responsibilities of tenants. Sometimes this means we may need to recharge the cost of a repair to tenants where we have carried out work that is their responsibility or where they, their family, care providers or visitors have caused intentional damage. Where this happens, we will take a reasonable approach to the costs of the work and the way we recover this money. Any rechargeable repair will include EHA's 10% admin fee for organising the works.

We understand that there may be occasions when a tenant may miss an appointment due to unforeseen circumstances or it may simply be an oversight. We will rearrange for the repair to be carried out. However, if subsequent appointments are missed, the work order will be closed, and we may recharge the cost of the call out back to the tenant.

Tenants may be given the opportunity to carry out any rechargeable repairs themselves. Where a tenant chooses to carry out their own repair, they must provide a target

completion date so we can arrange a post inspection of the repair to ensure that it has been undertaken to the required standard and where relevant to legal requirements. Where legal and tenancy enforcement action is required to gain access to a tenant's home (to undertake repairs or servicing) we will follow our no access policy highlighted in the tenancy agreement to seek legal access and recharge all arising costs of any enforcement action.

Monitoring

We aim to complete repairs on the first visit and will monitor our performance against this measure. Sometimes, additional works or the ordering of parts may be required but our aim is to ensure completion within the priority time allocated.

We will also monitor tenant satisfaction through our performance review visits and telephone calls. Feedback received from these surveys may be used to inform amendments to the policy and thus improve the Service provided.

EHA will monitor completion times for individual repairs reported and report our average turnaround time through our agreed KPI performance framework.

Customer & staff involvement

We are committed to providing a fair and equitable service to our tenants and leaseholders. Through the management of our repairs service, we aim to treat all customers fairly, with dignity, and with respect and professionalism regardless of their gender, race, age, disability, religion, sexual orientation, and marital status.

Legal & regulatory framework

The main legal framework this policy complies with is as follows:

- Renting Homes Act 2016 • Landlord and Tenant Act 1985
- Commonhold and Leasehold Reform Act 2002
- Party Wall Act 1996 • Housing Act 2004
- Health and Safety at Work Act 1974
- Management of Health & Safety at Work Regulations 1999
- Housing Health and Safety Rating System (HHSRS)
- ASB Crime & Policing Act 2014
- Control of Asbestos Regulations 2012
- Section 79 Environmental Protection Act 1990

We will also meet all other relevant statutory regulations covering, but not limited to, general construction related activities and specifically areas such as asbestos, water hygiene, fire safety, electrical and gas safety and our requirements under the Construction Design and Management Regulations.