

Repairs Policy

Version:	3
Date of Board Approval & effective date:	18 th September 2024
Last Reviewed:	26 th June 2024
Next review date:	September 2027
Document owner	Property Manager

1. Introduction

Empower Housing Association (EHA) is responsible for the maintenance and repairs of our properties. We provide housing for adults with disabilities enabling them to live within their community independently. Therefore, our policies are adapted to suit our tenants and as such reflected in our Repairs Policy

EHA is committed to ensuring our tenants' homes remain safe and fit for purpose and that our homes are compliant with all regulations and housing legislation.

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 can access appropriate support and guidance.

2. 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.

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 about recovering costs of a rechargeable repair.
- Carry out repairs at an appropriate time and the convenience of the tenant.
- Maintain high-quality homes in a good state of repair.

3. The Policy

When a repair is reported to EHA Maintenance Officers a triage of the information takes place to ascertain the category required for the repair, the repair is then input

to EHA's housing system (SDM) with the urgency indicators on every job created as below:

Reactive repairs are:

- Emergency – 24 Hours
- Urgent – 7 Working days
- Non-Urgent – Within 28 working days.
- Planned – 365 Days

The category of emergency repair examples is below:

- 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 on the property
- Security issues with domestic external doors or windows
- Immediate Health & Safety (H&S) Risks.

Recharges

We aim to manage tenancies efficiently and cost-effectively by balancing tenants' rights and responsibilities. Sometimes this means we may need to re-charge 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. Recharges are monitored and measured on an individual basis and where there has been previous intentional damage caused EHA to operate a 3-strike rule, we will work with the tenant, care staff and families to discuss any repeated damage caused.

Due to our tenant's limitations, EHA acknowledges that some damage may be unintentional, in these instances EHA would work with the tenant and care provider to provide solutions to mitigate any further damage. Any cost of the repair will be authorised by the tenant or the manager of the care provider before work is undertaken, 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% + VAT admin fee for organising the works.

Missed Appointments

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 Carrying Out Repairs

Tenants may be allowed to carry out any rechargeable repairs themselves. Where a tenant chooses to carry out their 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 as set out in the access no access procedure document, after the third final no-access EHA will seek legal access and recharge all arising costs of any enforcement action.

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 during our standard office hours at maintenance@empowerhousing.org.uk 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 tenancy agreement's Schedule 3 section 'repairs and responsibilities'.

Repairs can also be reported via our website <https://empowerhousing.org.uk/our-services/maintenance/>. A repair can be discussed in person with visiting members of staff, also given the client group we will receive repair requests from carers and representatives of the tenant.

Void Management

When a property becomes vacant. EHA Property Manager will inspect and carry out works as per Void and Letting Management Policy

- New Lets
- Tenant Repair Responsibilities

Occasionally at the start of a new tenancy, EHA may receive a request to leave items in place such as an external storage box, garden shed, built-in wardrobes, kitchen white goods or temporary heater, EHA has no repairs liability or responsibility for these items and in all instances will become the tenant's responsibility. This includes any repairs, maintenance, or replacements of these items. If EHA is asked to complete the work on the tenant's behalf this would be a rechargeable repair.

4. Responsibilities

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

All colleagues, particularly those working in Maintenance, Compliance, Development and Housing Management, are responsible for reading, understanding and implementing this policy fairly and consistently.

5. Related Legislation, Regulation and Codes of Practice

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

- Renting Homes Act 2016 • Landlord and Tenant Act 1985
- Social Housing (Regulation) Act 2023
- Regulator Of Social Housing Standards -Safey and Quality Standard , Transparency Influence and Accountability Standard

- 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
- Control of Asbestos Regulations 2012
- Section 79 Environmental Protection Act 1990
- Housing Health & Safety Rating System (HHSRS) 2004

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 relevant legislation and Approved Codes of Practice (ACOPS)

6. Related Policies, Procedures and Documents

- Repairs Procedure
- Complaints and Feedback Policy and Procedure
- Aids and Adaptations Policy
- Asset Management Strategy
- Asset Management Action Plan
- Recharge Procedure
- Compensation Policy and Procedure
- Equality, Diversity, and Inclusion Policy
- Data Retention Policy
- Void and Letting Management Policy
- Lone Working Policy
- Health and Safety Policy

7. Reporting and Monitoring

We aim to complete repairs on the first visit. Additional work or ordering parts may sometimes be required, but we aim to ensure completion within the allocated priority time.

We will also monitor tenant satisfaction through home 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 as follows:

- KPI performance/Complaints - Business Assurance report - Quarterly to Board
- KPI performance reporting to EMT - monthly
- TSMs annual reporting to the Board
- Tenant Feedback Inc. Transactional surveys - 6 monthly reports to the Board of Tenant & Neighbourhood Strategy

Customer & Colleague Involvement

We are committed to providing our tenants and leaseholders a fair and equitable service. Through managing our repair 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.

8. Consultation and Publicising Policy

The following groups have been consulted during the development of this policy:

- Management Team
- Senior Management Team

9. Review

The designated officer responsible for the implementation and monitoring of this policy will be the Chief Executive. EHA will formally review this policy every three years or as necessary depending on any applicable legislative changes.

10. Equality Impact Assessment

An Equality Impact Assessment has been completed.