

REPAIRS & MAINTENANCE

Policy Statement

1.0 Introduction

- 1.1 HYELM's ("us", "our", "we") is committed to keeping our properties in good condition and, in doing so, will meet both its statutory and contractual responsibilities.
- 1.2 It is acknowledged that the delivery of a high-quality repairs and maintenance service is one of the main concerns for residents, members of staff and service users.
- 1.3 We therefore place a high priority on delivering a good, efficient repairs and maintenance service that delivers value for money.
- 1.4 Our aim is to:
- Maintain the structure and fabric of our housing stock as a capital asset.
 - Fulfil our statutory obligations relating to Health & Safety and the well-being of our residents, members of staff and service users.
 - Know the condition of the housing stock for which we have repairing obligations, including its energy efficiency, by using appropriate survey and inspection methods.
 - Extend the life of our buildings through a programme of planned maintenance.
 - Have costed plans for future maintenance and improvements to our housing stock, which will keep it in reasonable and lettable condition, appropriate to our future needs.
 - Through our planned work, help local authorities to meet their obligations under the Home Energy Conservation Act 1995.
 - Use high quality materials in order to develop long-term reliability.
 - If possible, use materials that avoid damage to the environment and that conserve energy.
 - Provide a responsive and effective repairs and maintenance system.
 - Incorporate into our maintenance programme improvements that take into account rising standards.
 - Establish effective budgetary control of maintenance work to ensure that value for money is achieved.
 - Demonstrate that we are making adequate financial provision for planned maintenance and improvement works.
- 1.5 We are committed to challenging discrimination and promoting equality of opportunity in every area of our work. This policy is written from an equal opportunities perspective.
- 1.6 This policy, and others, if requested, are available in different formats, such as languages, large print and recorded form.

2.0 Scope

- 2.1 This policy outlines to residents who live at our properties how to make a request for a repair in relation to the property in which they live.

- 2.2 It also outlines the standards of service that a person reporting an item in need of repair should expect to receive.
- 2.3 All staff and contractors are asked, as part of their duties, to report any item that they feel is in need of repair within our properties.
- 2.4 All employees have a legal and contractual duty to report any item that they notice as being in need of repair within our properties that could affect the Health & Safety of residents, members of staff, contractors or other service users.

3.0 Related Documents

3.1 This policy should be read in conjunction with:

- Tenancy Agreement.
- Guide for Residents.
- Void Management Policy.
- Health & Safety Policy.

4.0 Prioritising a Repair

4.1 To enable us to provide a high quality, efficient repairs and maintenance service that delivers value for money, requests for items in need of repair will be categorised according to priority.

4.2 For the purpose of this policy, a working day is considered as any Monday through to Friday excluding Bank and Public holidays.

4.3 The repair categories are:

4.3.1 Emergency – Completed within 24 hours

An item in need of emergency repair is one that puts the health, safety or security of any person at risk, or one that may cause severe structural damage to a property or premises if left unattended.

Examples include:

- Total loss of electrical power.
- Unsafe power socket or fitting.
- Total loss of water supply.
- Blocked or leaking foul drain in a main stack.
- Toilet not flushing (where there are no other working communal toilets available within the development).
- Major plumbing leak.
- Breaches of security to outside doors or windows.
- Gas leak.

In certain circumstances beyond our control, it may not be possible to complete an emergency repair within 24 hours.

In such cases, the item in need of repair will be made safe, and/or an alternative temporary measure will be put in place.

The repair will then be recorded as having been completed, the person who reported the item in need of repair will be informed of the action taken and a further request for a repair will be recorded, detailing the action still to be taken and the revised repair category that has been allocated.

4.3.2 Urgent – Completed within 5 working days

An item in need of urgent repair is one that is not classified as an emergency but one that could result in the loss of a basic facility or could cause further damage if it is not dealt with as a matter of urgency.

Examples include:

- Partial loss of electric power in a private living space.
- Partial loss of water supply in a private living space.
- Blocked sink in a communal space (Those living at HYELM – Old Street are responsible for clearing blockages within their own private living space).
- Defective taps in a private living space.
- Faulty oven or hob.
- Loss of heating in a private living space.
- Graffiti.
- Faulty communal TV aerial.
- Leaking roof.
- Loose handrails or banister.
- Damage to stair treads.
- Door entry system not working.
- Breaches of security to internal doors or windows.
- Defective mechanical extract fan in a private living space.

In certain circumstances beyond our control, it may not be possible to complete an urgent repair within 5 days.

In such cases, an alternative temporary measure will be put in place.

The repair will then be recorded as having been completed, the person who reported the item in need of repair will be informed of the action taken and a further request for a repair will be recorded, detailing the action still to be taken and the revised repair category that has been allocated.

4.3.3 Routine – Completed within 20 working days

An item in need of routine repair is one that is not classified as an emergency or as urgent but one that could be left for a reasonable length of time before it is attended to without this causing major inconvenience to the resident, member of staff or other service user.

Examples include:

- General joinery repairs.
- General work to doors, windows and floors.
- Repairs to external walls, fences and paths.
- Major repairs to furniture.
- Major repairs to kitchen fittings.
- Minor plumbing repairs including dripping or leaking taps or shower heads.
- Repairs to communal toilets, bathroom or shower rooms.

- Repairs to plaster work.

We are committed to completing all repairs within a reasonable timescale and aim to complete routine repairs within 20 working days.

Where this is not possible, for example, where specialist parts or engineers/services are required, a suitable timescale will be discussed and agreed with the person making the request for the item to be repaired.

Alternative temporary measures will be put into place, as required.

4.3.4 **Planned and Cyclical Repairs and Maintenance**

Certain types of maintenance work are carried out by us on a planned basis in accordance with a cyclical maintenance and refurbishment programme.

Examples include:

- Major refurbishment works.
- Major external repairs.
- External decoration.
- Replacement of roofs.
- Electrical testing.
- Water hygiene works.
- Replacement of windows.
- Renewal of installations such as electricity, water and heating supplies and lifts.
- Replacement of fixtures and fittings.

Full details of our planned cyclical maintenance and refurbishment programme can be made available on request.

4.3.5 **Defects & Latent Defects**

A defect is a fault or breakdown of a structure or fitting within a housing development within the first twelve months of the development being in operation.

A latent defect is one that has not become apparent within the first twelve months and one that could not have been reasonably identified by a professional inspection during that time.

All defects and latent defects, when identified and reported, will be passed on by us to the building contractor that constructed the development for remedial work to be carried out by them in accordance with their contractual obligations.

We will supervise and keep all relevant parties informed of the contractor's progress in dealing with defects and latent defects and of the anticipated timescales for the completion of any works.

- 4.4 We will endeavour to adjust our repair response targets where those who are affected by an item in need of repair have a special need or are considered to be vulnerable or at risk in any way.
- 4.5 As a minimum level of performance, we will aim to carry out at least 96% of emergency and 95% of urgent and routine repairs within the advertised timescales.
- 4.6 Details of our performance in meeting its maintenance and repair targets are published in our Annual Reports, copies of which are available on request.

5.0 Contractors and Procurement

5.1 Our financial and procurement procedures apply to all maintenance expenditure.

5.2 In the event of emergency repairs, if necessary, the Chief Executive will decide, in consultation with the Chair whether these procedures are appropriate.

5.3 The Director of Finance will ensure that value for money exercises are carried out on regular suppliers approximately every six months. This will involve comparing price lists with two competing organisations.

5.4 On attending and working at our properties, contractors' and suppliers' operatives must:

- Show identification to the person with whom it has been agreed they will meet.
- Be polite and courteous at all times.
- Take care not to damage the possessions of others, using dust sheets and covers, as required.
- Ensure that tools and materials are not left in a dangerous position.
- Clear away all rubbish resulting from the job.
- Ensure services affected by the repair are working before leaving.
- Keep appointments made or make contact beforehand with the person with whom they were made, if there are any delays or if an appointment needs to be re-arranged.

6.0 Reporting Repairs

6.1 We provides a 24-hour duty and/or call management cover each day of the week.

6.1.1 Emergency Repair Request

Reports of items in need of emergency repair should be made at any time of the day or night to the emergency call system.

Where a report is made over the emergency telephone line, the person on call, having established to his or her satisfaction with the person making the report that the report is valid, will arrange to inspect the item reported as being in need of repair, in the presence of the person making the report, within one hour of the telephone call being received.

We will then make arrangements for the repair to be carried out, within the subsequent 24 hours should he or she determine, on inspection, that the report is valid.

6.1.2 Urgent and Routine Repair Requests

Reports of items in need of urgent or routine repair should be made to a duty manager.

On receiving a report, we will inspect the item reported as being in need of repair in the presence of the person who made the report at the time that it is reported.

A meeting with the manager on duty to inspect an item considered to be in need of repair can also be arranged by telephone. The reception desk number should be used in this regard.

Within 24 hours of the inspection meeting taking place, the manager on duty will write to the person who made the report to:

- Acknowledge the date and details of the report and the date and outcome of the subsequent inspection that took place.
- Advise of the reference number allocated to the job, giving details of the priority category/target completion date that will apply and the member of staff or contractor that will carry out the work.
- Otherwise give a full explanation in cases where it has been deemed that the item reported as being in need of repair is not in need of repair.

7.0 Monitoring of Repairs

- 7.1 Each person who makes a request for a repair to be carried out is asked to complete and return a questionnaire with their views on our response to repairs and maintenance requests and on our performance in maintenance and repair issues in general.
- 7.2 Any feedback, good or bad, is welcome.

8.0 Condition Surveys and Checks

- 8.1 Regular condition and maintenance checks of all areas of our properties will be conducted by staff and action taken, where necessary.
- 8.2 A record system will be kept so that the maintenance history of each area of each property can be monitored.
- 8.3 From time to time, appropriate independent professional survey or inspection methods will also be undertaken to assist in medium to long-term maintenance planning and ensure our continuing compliance with the Decent Homes Standard, where applicable.