



Arawak Walton Housing Association

Repairs and Maintenance Policy

Approved by	Board of Management
Date of Approval	November 2022
Date issued to staff	
E&D impact Assessed	Yes
Date of Next Review	2025
Policy Ownership	Operations Director
Strategic Bridges	<p>Champion and promote multi-cultural sustainable neighbourhoods</p> <p>Embed Value for Money framework</p> <p>Deliver the Asset Management Strategy</p> <p>Implement growth action plan</p>
Legal Review	No
Version	1.0
Revision details	
Statement of Values	<p>We are keen financial managers</p> <p>Value our people and our roots</p> <p>We are open and accountable</p> <p>We aim high and move with the times</p>

Contents	Page Number
1. Repairs and Maintenance Policy	3
2. The Scope	3
3. Purpose	3
4. Introduction	4
5. Customer Service Arrangements	4
6. Appointments and Access	4
7. Repair Response Categories	4
8. Service Charge Works	5
9. Improvements and Alterations	5
10. Aids & Adaptations	5
11. TV aerials & satellites	6
13. Achieving Value for Money	6
13. Aftercare Service	6
14. Monitoring & Evaluation	6
15. Health, Safety & The Environment	7
16. Equality and Diversity	7
17. Local Contractors	7
18. Relevant legal and regulatory Information	7
19. Performance Monitoring	8

1. Repairs and Maintenance Policy

1.1. This policy has been developed by examining communications with customers and the repairs service and a review of repairs activity.

2. The Scope

2.1. The scope of this policy covers the service delivered when tenants of the association report a repair and how the association ensures that the property stays in a good state of repair.

2.2. This policy is supported by a range of other related policies which are:

2.2.1. **Void Management Policy:** States the steps taken and the acceptable to be standards achieved when a property is between occupants.

2.2.2. **Contractor Development Policy:** The way in which the association works with its external contractors.

2.2.3. **Asset Management Strategy:** How the association approaches the long-term management of its stock and resources.

2.2.4. **Tenant Responsibility and Recharges Policy:** How repairs required at a property that are the tenant's responsibility are managed.

2.2.5. **Tenant Cashback Policy:** How tenants can complete their own repairs

2.2.6. **Concerns and Complaints Policy:** How tenants can claim money from the association where the association has failed in its duties.

3. Purpose

3.1. The purpose of the service from the customer point of view is contained in the following points

3.1.1. *“Repair requests are dealt with in an efficient and timely way; work is completed to a high standard by trades’ people with excellent customer service skills and the right technical skills.*

3.1.2. *Where repairs in my property are my responsibility, this will be communicated to me in a helpful way and advice and guidance given on what steps I can take to complete the works myself.*

3.1.3. *Where it can be anticipated that parts of my home that are the associations responsibility will wear out you will have a plan to ensure that disruption is minimised and that I benefit from the improvements that have been made since the last installation.*

3.1.4. *Where I have difficulty understanding you or have other special requirements that will make undertaking repairs difficult, you should try and make allowances for this before you start repair work.*

3.1.5. *I have the opportunity to personalise my home through my own decorations and if possible, to choose kitchen or bathroom designs”.*

4. Introduction

- 4.1. The repairs and maintenance service is one of the most important factors influencing tenant satisfaction. For many tenants it may be the only time they have direct contact with the association; so we need to ensure that repairs are carried out effectively and within reasonable timescales.
- 4.2. It is also vital for us to get the service right in order to fulfil our repairing obligations and protect the health, safety and wellbeing of tenants. We also need to preserve the condition of the stock, this being our main asset. Our maintenance performance also affects the success of other landlord functions such as allocations and the management of voids.
- 4.3. We need to ensure that we work within the financial constraints imposed on us. Expenditure on repairs could account for a very large proportion of the association's spending and the drive therefore for economy and efficiency and proper budgetary control is crucial.
- 4.4. The association's emphasis is on planned and preventative rather than reactive maintenance. However, it is recognised that there is a considerable amount of demand for day-to-day repairs that we need to respond to efficiently and effectively.

5. Customer Service Arrangements

- 5.1. A dedicated telephone line with a unique number will continue to be provided between the hours of 9 am and 5 pm on weekdays. In addition, tenants can report repairs through email, text, web enquiry or by visiting the office during office hours.
- 5.2. The repairs number will divert to a call handling service for emergencies that are reported out of office hours. The agency responsible for this service is provided with guidance on all repairs and will take responsibility on issuing work to contractors. A contact telephone number is provided to enable the other senior staff to be contacted in emergencies.
- 5.3. Key Performance Indicators will be set for service responses internally and externally.

6. Appointments and Access

- 6.1. Access to complete repairs and pre and post inspections will be offered at the most convenient time for the tenant however due to the disproportionately high costs of working outside core hours these will usually be on weekdays in normal office hours.

7. Repair Response Categories

- 7.1. Requests for repairs that are held to be the association's responsibility will be classified by priority status and target completion dates will be one of the following:
 - 7.1.1. Emergency repairs to be carried out within 24 hours.
 - 7.1.2. Urgent repairs to be completed within 7 days.
 - 7.1.3. Routine repairs to be completed within 21 days.

7.2. Programmed work. When a repair affects a group of properties, work will be planned and organised for an appropriate time in the future (estimated timescales are in the Stock Condition database and the cycles are in the Asset Management Strategy)

8. Service Charge Works

8.1. Service level agreements will prevent problems occurring and ensure our equipment is fully operational with a proactive approach on the following equipment.

8.1.1. Door entry systems

8.1.2. Burglar Alarms

8.1.3. Gas installations

8.1.4. Warden call equipment

8.1.5. Emergency Fire Equipment

8.1.6. Water testing

8.1.7. Portable appliance testing

8.2. Where scheme-based staff are present they will report jobs for the service contractors through the Customer AdviceTeam.

9. Improvements and Alterations

9.1. Tenants are allowed to carry out improvements, alterations and additions to their home provided that they first obtain (a) the association's written consent and (b) any necessary approvals relating to planning and building control. When requesting consent, tenants need to put in writing or email the precise nature of the work and details as to who will be carrying it out. Consent will not be unreasonably withheld but will not be given if the proposed improvement will (a) make the property or adjacent premises less safe (b) reduce the value of the property (c) make the property difficult to let or (d) be unsuitable to possible future occupants unless alteration is for disability or religious reasons (tenants maybe able to claim for this work if it falls within the provisions of Tenant Planned Improvement Policy in the Asset Management Strategy).

10 Aids & Adaptations

10.1. The association commits to facilitating and supporting independent living, by carrying out alterations to meet the needs of individuals to enhance their quality of life and where appropriate enable them to remain in their current home.

10.2. The association assists eligible tenants to secure aids and adaptations to their homes by directly undertaking the work where possible or assisting the tenant in applying for a Disabled Facilities Grant (DFG) from their Local Authority. The association will partner in any scheme supported by the Local Authority to complete these works and contribute to costs. In meeting these objectives. The association together with its partner LAs will provide a responsive service to tenants who are or become vulnerable or who have requirements arising from their disability, long term illness or fluctuating and progressive condition.

11 TV aerials & satellites

- 11.1. The association makes provisions for communal aerial systems on blocks of flats. Many blocks also have communal arrangements for satellite systems. Any tenant seeking to install further satellite dishes on the external of their flat or street property must contact their local authority Planning Department and obtain written permission. Please note, the association may ask to see this for TV/Radio reception installations which have not been installed by us.

12 Achieving Value for Money

- 12.1. Operating as an efficient and effective business and demonstrating value for money to its customers with a high level of service are key strategic objectives. The association has a range of mechanisms in place to demonstrate and improve this, including:
 - 12.1.1. Benchmarking cost and performance data such as average costs per property
 - 12.1.2. Market testing of the repairs service against other social and external housing providers
 - 12.1.3. Undertaking reviews on processes, services and systems
 - 12.1.4. Analysing emergency and urgent jobs issued to determine long term remedial or planned works
 - 12.1.5. Robust tendering processes

13 Aftercare Service

- 13.1. Tenant satisfaction is central to the association's activities within the repairs and maintenance service. Satisfaction levels are used to identify our tenants' experiences and expectations to drive future improvements within the service. To gather evidence of satisfaction tenants will receive a satisfaction survey following every repair and a stamped addressed envelope to return the survey. Any negative response will be logged, and an officer will contact the tenant to attempt to resolve any issue to the tenant's satisfaction. The Maintenance Team will contact by telephone, a random sample of tenants who have recently had a repairs appointment to record feedback and remedy any problems which are reported. Additionally, the association will carry out Post Inspections for all jobs of a value of greater than £500.

14 Monitoring & Evaluation

- 14.1. The association will evaluate and measure its performance and benchmark itself against other Registered Providers through the use of Performance Indicators.
- 14.2. These include:
 - 14.2.1. Job completion data
 - 14.2.2. Tenant satisfaction ratings

14.2.3. Average cost per repair.

15 Health, Safety & The Environment

- 15.1. Officers will follow the associations Health and Safety Policy and procedures at all times.
- 15.2. The association will complete an Energy Performance Certificate every time a property is vacated. In addition, the association will estimate the energy performance rating of all other properties to model its overall energy efficiency position and to work to improve the least energy efficient properties. The association will work closely with the requirements outlined in the Housing Health and Safety Rating System when diagnosing the condition of its homes and communal areas.
- 15.3. The associations' staff and contractors when on site will use appropriate personal protective equipment, when necessary. As a commitment to health, safety and the environment the association has a number of related policies to assist in the management of its homes and communal areas, such as the Asbestos Register and the Asset Management Strategy.

16 Equality and Diversity

- 16.1. The association will collect details from tenants through the customer profiling exercise to identify if tenants suffer from any physical or mental disabilities and hold these on the database.
- 16.2. When works are planned at a property the association will consider whether any special arrangements are required prior to any works commencing and assist where it is required.
- 16.3. The association will provide advice and guidance to contractors raise their awareness of issues around vulnerability as well as equality and diversity.
- 16.4. Where for religious reasons women in a household cannot be in a house alone with male contractors the association will provide a female operative, arrange for a male of the household to be present or arrange for a female to accompany the male contractor.
- 16.5. The association will encourage and engage with all diverse contractors.

17 Local Contractors

- 17.1. The association wants to contribute to the development of the local community economy and where possible will work with contractors based in Greater Manchester. In addition, it will encourage the development of BME contractors who can provide a service to tenants.

18 Relevant Legal and Regulatory Information

- 18.1. The repairing obligations of landlords are determined by a combination of the common law, statute and the contract with the tenant. Below are some of the guiding documents referred to in creating this policy and procedure.

18.1.1. The Tenancy Agreement

- 18.1.2. The Regulator for Social Housing Regulatory Framework
- 18.1.3. Landlord and Tenant Act 1985 Act
- 18.1.4. The Housing Act 1985
- 18.1.5. The Environmental Protection Act 1990
- 18.1.6. The Housing Act 2004
- 18.1.7. Defective Premises Act 1972
- 18.1.8. 2006 Decent Homes Standards
- 18.1.9. Gas Safety (Installation and Use) Regulations 1998
- 18.1.10. Building Safety Act 2022
- 18.1.11. Fire Safety Act 2021
- 18.2. The above list is not exhaustive.

19 Performance Monitoring

- 19.1. Financial Implications: Maintenance activity has considerable financial impact. If we do not ensure our stock is properly maintained, the Association will in the future find itself with expensive liabilities. However, our budget is strictly limited and close monitoring of expenditure under several budget heads will be undertaken and reported to the board quarterly.
- 19.2. Information to Tenants: The Association will provide clear information to tenants on:
 - 19.2.1. The repairing obligations of both parties.
 - 19.2.2. The response time categories
 - 19.2.3. The Association's repairs performance.
 - 19.2.4. Any proposals for planned maintenance.
 - 19.2.5. Our policy on improvements, alterations and compensation
 - 19.2.6. The information will be presented in consultation events, letters, newsletters, the website, annual report and the tenant's handbook.