

REPAIRS AND MAINTENANCE PROCEDURE



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY: REPAIRS & MAINTENANCE PROCEDURE

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OWNER: HEAD OF ASSET INVESTMENT

APPROVAL ROUTE: EXECUTIVE MANAGEMENT TEAM

**This policy has had a desktop review by the owner and is correct at current. There is a bigger review of our repairs offer which will lead to a new Policy and Procedure.*

Repairs and Maintenance Procedure

Introduction:

Teign Housing and Templer HomeBuild will manage repairs and maintenance to its stock portfolio in line with the Repairs and Maintenance Policy.

- When required, complete an inspection to correctly diagnose and specify repair works. Where these works may constitute a health and safety hazard we will prioritise inspections and works as per the relevant policy and procedures.
- Provide 365 day a year 24-hour Emergency repairs service
- Offer all other repairs on a 'By Appointment' basis to suit the customer between Monday to Friday 8am – 1pm, and 12 - 5pm
- Complete all repairs within 30 days (42 days if it requires an inspection or survey)

A list of repair priorities is listed (See Appendix 1).

Appointments will be offered for the majority of repairs at the first point of contact, when reported by telephone or electronically by e-mail, online webchat etc. Exceptions will be for specialist, major or external works.

Procedure:

We will provide a choice of ways to report a repair or make an enquiry about repairs and improvement works, via our website www.teignhousing.co.uk, including online webchat, by telephone 0800 197 9790 or by e-mail customerhub@teignhousing.co.uk or info@templerhomebuild.co.uk, post or in person at our Millwood House office.

Repairs arranged 'By Appointment' will be confirmed within 48 hours of being reported to include the name of the contractor, appointment slot and target completion date; and where possible provide repair confirmation text messages within 24 hours and reminder text alerts the day before the repair appointment.

Surveys and Inspections

For Emergency repairs where a customer is unable to explain the problem fully, or the repair is structural, and evidence is needed for insurance or legal purposes we will carry out an inspection/survey and repair to make safe within 24 hours.

If a customer is unable to explain the problem fully, the repair may be the customer's responsibility and we will advise you of this at the time you contact us.

If further investigation, measurements, schedules and/or specifications are required or there is historical repair issue and/or suspected damage we will carry out an inspection/survey and repair to make safe within 5 days.

Property MOT's

We are rolling out a programme of property MOT's intended to take a pro-active approach to maintaining and repairing our properties. MOT's will comprise a full inspection of your property to identify repairs that can be completed during the visit or used to inform future planned works at your property.

Rechargeable repairs

Once responsibility for the repair has been established, we will inform our customers if they are responsible for the cost of the repair and ensure that they are advised of our intention to recharge in accordance with the Rechargeable Repairs Policy. Customer responsibilities are listed in (Appendix 2).

Adaptions for people with a disability

Teign Housing is committed to meeting the needs of its customers for safe and suitable accommodation, independence, privacy and dignity. We aim to help people to continue to live independently and comfortably in their homes for as long as practically possible, with minimum intrusion or intervention.

A proportional annual budget has been allocated for carrying out adaptation work on Teign Housing properties. In addition, applications can be made for Disabled Facilities Grant where

the criteria as set out in the Homes Without Barriers Protocol is met. This is intended to ensure the most effective use of limited budgets.

We will ensure our processes are cost effective and represent value for money. We take a user-centred approach to providing adaptations in our properties. We recognise that adaptation is not just a matter of equipment and building work but is about people and how their living environment disables them. Although it is Teign Housing's and the LA's responsibility to determine what is reasonable and practicable, it is our aim to involve customers at each stage of the process and to respect their input. This is the case whether the disabled person is the tenant or is another member of the tenant's household. We will carry out a customer satisfaction survey following every adaptation that we complete.

Subject to conditions, we will fund and carry out adaptations to customers' homes to make them more suitable for use by permanent members of the customer's household with a disability, where: The customer requests a minor adaptation below the value of £150 i.e. grab rail, key safe, and ramp, adaptations over £150 are recommended and specified by an occupational therapist, the adaptation is to the structure of the building or the access to it or will be permanently fixed to it and the value of the works does not exceed £1000.

Adaptations provided by Teign Housing valued over £1,000 should be administered in accordance with Local Authority procedures for Disabled Facilities Grants (DFGs). DFGs administered by the local authority are subject to a mandatory and full means test. We will store, service and recycle equipment installed as adaptations for customers with disabilities where safe and practical to do so.

We will service stair lifts installed by Teign Housing or fitted under the DFG scheme once they are out of their warranty period.

If a repair is needed to minor adaptations, such as handrails or semi-portable equipment provided for a person who no longer needs them, we will remove them, if they are not needed for another household member.

If a dwelling has been designed or adapted to be accessible to wheelchair users or has been designated for use by older people or another user group with a need for those adaptations, then adaptations will be maintained and not removed.

Non-removable adaptations, such as structural alterations, concrete ramps etc. will be retained and maintained by Teign Housing.

Planned improvements and major repairs

Teign Housing maintains a stock condition database containing information about the age and condition of all our properties.

The lifecycles and costs used in the stock condition data are used to inform our annual Planned Improvements programme and are consistent with the requirements of the Decent Home Standard, they are updated on a regular basis to ensure that costs remain representative and current.

The lifecycles used for the Teign Standard have been developed with resident engagement and agreed in consultation with residents

We implement an annual programme of planned improvements and major repairs to ensure that the stock is maintained and improved, and to help manage the costs of repair and maintenance of ageing components.

Teign Housing plans improvements to achieve value for money and considers the economic benefits of carrying out some larger scale 'responsive' repairs on a planned basis rather than reactively, providing that this does not present a risk or significant inconvenience to our customers.

We will also seek to include larger scale responsive repairs as part of planned or major repair programmes where multiple properties require the same type of repair, and the value or volume of work shows that a planned approach would provide better value for money.

Internal Decorations

Damage to internal decorations when carrying out repair works will be minimised as far as possible, when damage is unavoidable, we will make good the damage to match as closely as possible to original finishes. If decoration cannot be matched to an acceptable standard, we will provide a decoration pack of sufficient value to redecorate the area.

If a customer is unable to redecorate due to vulnerability, we will arrange and bear the cost for any redecoration necessary to return the property to an acceptable standard.

Health, safety and temporary accommodation

Teign Housing will carry out any work necessary to ensure the health and safety of our customers.

If a customer is obstructive or prevents us from completing repair work to ensure their safety and the safety of others, then we may take legal action to ensure that the necessary work is completed.

All work will be commissioned, carried out and managed in accordance with current Health and Safety legislation, regulatory requirements, approved codes of practice and accepted best practice.

If a property becomes unsafe or repair works are required that may make the property unsafe or temporarily uninhabitable, we will provide suitable temporary alternative accommodation for the duration of the work.

Customer Satisfaction

We will measure the satisfaction of our customers against our performance targets and adopt practices to help maintain and improve our performance across all areas of the business.

We want to achieve a quality service every time and welcome our customer's opinions and feedback to help maintain and improve the service which we provide.

We provide customers with a range of ways to let us know how satisfied they are with the service they have received i.e. satisfaction survey forms sent direct to our customers, and completing telephone surveys, e-mail, etc.

Any dissatisfaction expressed by a customer will be followed up by telephone or post and if necessary, an inspection will take place to help us understand the cause of the dissatisfaction which will be used to help us improve the service.

Customers will be regularly consulted, and their views will be taken into account in the design of our repairs service. We will analyse the feedback we receive to identify and implement improvements.

Contractor Selection

All contractors providing services to Teign Housing and Templer HomeBuild will be selected based on an assessment of competence, experience and skill, holistic value for money, fairness and safety of their policies and financial Viability.

All contractors will be required to adopt and comply with Teign Housing/Templer HomeBuild Contractors Code of Conduct at all times.

Teign Housing and Templar HomeBuild supports local contractors, and where smaller contractors are not large enough to not have their own formal policies, they will be required to adopt and sign Teign Housing/Templar HomeBuild policies, for example: Health and Safety, Equality and Diversity policies etc.

We will routinely monitor contractor's performance and compliance with these policies and and take corrective action if these are not complied with.

Any contractor who does not comply fully with these policies and procedures will be removed from Teign Housing/Templar HomeBuild approved list and will receive no further work.

Risk

Teign Housing and Templar HomeBuild are aware of the risks that are associated with the delivery of a repairs and maintenance service. Large scale contracts will include risk strategies and registers developed jointly between Teign Housing and Templar HomeBuild.

All Identified risks will have management actions allocated to them in order to mitigate the risk and will be monitored monthly by the Templar HomeBuild Business Manager, Health and Safety Manager or the appropriately identified individual, to ensure that management actions are being implemented and remain effective.

Any new risks that are identified in the course of providing the service will be assessed and management actions put in place as a matter of priority.

Customer Improvements

If customers ask us for permission to carry out improvements to their home, we will not withhold consent unreasonably, but may make consent conditional on the work being carried out to a standard acceptable to Teign Housing, or by a competent or appropriately qualified person.

For example, gas installation work must be carried out by a contractor who is Gas Safe Registered; electrical work must be carried out by a contractor who is on the role of the National Inspection Council for Electrical Installation Contracting [NICEIC] or the Electrical Contractors Association [ECA].

The Customer will be responsible for obtaining any consent, such as planning permission or building regulations approval etc. required for the work. We may also ask the customer to provide evidence of consultation with customers of neighbouring properties if the work they are proposing is likely to have an effect upon them.

We will our make our customers aware of the Compensation for the Right to Improve they would be entitled to at the time that they request permission to carry out the work.

If conditional consent is granted, we will advise the customer in writing why the consent has been made conditional and explain the reasons for the conditions. The customer must comply with the conditions and failure to do so may place the customer in breach of their tenancy agreement and lead to Teign Housing taking action against them to ensure their compliance.

If a customer considers that any condition is unreasonable, they will have the right to complain in accordance with our complaints policy and procedure.

We will provide a written response to requests to carry out improvements within 20 working days.

We will not give consent to requests to carry out works which would reduce the amenities of the property, reduce compliance with the Regulator of Social Housing general accessibility criteria, reduce accessibility criteria for wheelchair use or make the property less suitable for a particular user group for which it has been identified, reduce its value if sold on the open market or reduce the amount of rent, which Teign Housing would be able to charge on letting the dwelling,

We will not approve work which would reduce the SAP (energy performance) rating of the property or reduce compliance with Decent Homes Standard or if the work is likely to interfere with the amenities enjoyed by other customers, contravene planning conditions, covenants or other relevant legal constraints.

If Teign Housing refuses to give its consent to any written application from any customer to make an improvement, alteration or adaptation to a dwelling we will give the customer a written statement of the reason why consent was refused.

Teign Housing will carry out a post inspection of all approved works on completion to ensure that all conditions have been complied with and that the standard of work is acceptable

Monitoring and Performance Standards:

Repairs will be completed to a high standard, and repairs will be completed at the first visit if possible, within our published service standards, leaving the area in which the work was completed clean and tidy. Quality control checks will be undertaken on completed works by Templer HomeBuild.

If a customer is dissatisfied with the quality of a repair, a further inspection will be undertaken and if necessary, action agreed to bring the work up to an acceptable standard.

The feedback we receive from our customers is monitored and recorded and used to drive improvements in service and to assist with the performance management. Service standards and performance targets will be incorporated into contractual agreements and monitored to ensure these are being maintained and improved as required.

We will measure and benchmark our performance against our peers and adopt practices to help maintain and improve our performance across all areas of the service. Our targets take due account of sector best practice, and are regularly benchmarked against our peers via HouseMark performance monitoring,

Teign Housing has a suite of internal key performance indicators (our scorecard) which have been developed and agreed. We use these to monitor our performance and share this with both Teign Housing and Templer HomeBuild Boards.

Review:

Teign Housing will undertake regular reviews of this procedure to ensure that we continue to follow best practice within the sector and benchmark our performance against peer groups locally and nationally through 'House Mark' and other forums, using customer representatives, Scrutiny Panel, and any other stakeholders.

The procedures will be reviewed whenever there is a change in Government policy or any other relevant legislative body which might affect these procedures.

As a minimum requirement, reviews will take place at intervals of not more than 3 years. The Head of Asset Investment will be responsible for ensuring that reviews of this procedure are undertaken.

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Related Documents:

- Repairs and Maintenance Procedure
- Damp Mould and Condensation Policy and Procedure
- Rechargeable Works Policy and Procedure
- Void Property Management Policy
- Asbestos Policy and Procedure
- Gas Safety Policy and Gas Safety Procedure
- Non- Gas Appliance Safety and Servicing Procedure
- Radon Gas Policy and Procedure
- Water Hygiene Procedure
- Disabled Adaptations Policy and Procedure
- Compensation Policy and Procedure
- Complaints and Compliments Policy and Procedure

APPENDIX 1: Repair priorities

Emergency repairs (24 hours)

Emergency repairs are normally defects that put the health and safety or security of the customer, or a third party, at immediate risk. Emergency repairs may also be carried out if the structure of the building is at risk.

This could include:

- Total loss of water;
- Burst water main;
- Flooding;
- Severe storm damage;
- Total loss of electricity supply;
- Major fault with the electricity supply;
- Unsafe electrical fittings;
- Breaches of security to outside doors and windows;
- Total loss of gas supply;
- Gas leak;
- Blocked flue;
- Blocked main drains, soil pipe or only toilet;
- No hot water;
- Loss of entire heating provision in cold weather (or 31 October – 1 May) or if you are elderly, disabled or chronically sick, or if you have children under five years old;
- Serious roof leaks and other major structural failures
- Failure of lift;
- Failure of warden alarm or call system;
- Fire damage;
- Offensive or racist graffiti.

Repairs 'By Appointment'

These are repairs, which may materially affect your comfort and convenience or defects that can be deferred without serious discomfort, inconvenience or nuisance to you or a third party or long-term deterioration of the building.

These could include:

- Blocked drains, sinks, basins, bath, toilet (where you have more than one);
- Defective cistern or overflow;
- Heating faults or breakdown;
- Hot water faults or breakdown;
- Minor electrical faults;
- Roof leaks;
- Blocked gutters;
- Severe dampness;
- Breaches of security to internal doors and windows;
- Failure of entry phone;
- Repairs to void property;
- Graffiti;
- Faulty extractor fan;
- Defective flooring;
- Faulty communal TV aerial;
- Damage to stair treads or hand rails or banisters;
- Minor plumbing leaks or defects.
- General joinery repairs;
- Repairs to doors, windows and floors;
- Repairs to external walls, fences and paths;
- Repairs to walls, brickwork and slates or tiles;
- Repairs or clearing of gutters and down pipes;
- Repairs to kitchen fittings;
- Repairs to plasterwork;
- Dripping or leaking taps or shower units;
- Other minor plumbing repairs;
- Repairs to tiling;
- Easing doors and windows;
- Other minor day-to-day repairs or replacements.

APPENDIX 2:**Customer Repair Responsibilities**

Chains and plugs	On basins, baths and sinks
Decoration (internal)	
Domestic appliances	Such as cookers, fridges, washing machines, dishwashers
Fences	Unless forming boundary to roads, footpaths etc.
Fixtures and fittings	Such as coat hooks, curtain rails
Floor covering	Including adapting doors to accommodate carpets
Fuses	
Gardening maintenance	If you're household has the sole use of the area. Including dustbins and refuse areas
Infestations	Including infestation by ants, wasps, bees, cockroaches, mice, rats or fleas
Internal door locks	
Loss of keys	Including repairs to forced entry if you get locked out
Re-lighting pilot lights	Including the resetting of any heating controls or programmers
Tap washers	
Telephone points	
TV aerials and sockets	Unless communal
Washing lines	Non-communal clothes post, airier and line
Waste blockages	Including basins, bath, WCs
WC chains and pulls	