



Repairs and Maintenance Policy

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Policy	REPAIRS AND MAINTENANCE POLICY			Property Services
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1. Introduction

- 1.1. HCHA understands that a repairs and maintenance service that is of a high quality, value for money, fair and equitable to all and is of the highest technical competence is of great importance.
- 1.2. HCHA also recognises that through continued investment in its planned programme of works, focussing on pre-emptive and preventative work is more cost effective than relying on responsive repairs. It is however important to acknowledge that an effective responsive repairs service increases overall tenant satisfaction.
- 1.3. This policy covers all aspects of a high functioning repairs and maintenance service, including responsive repairs, major works and planned and cyclical maintenance. There is a separate policy for voids.
- 1.4. This policy aims to ensure that HCHA:
 - Ensures properties are maintained to a high standard
 - Offers a cost effective and value for money repairs and maintenance service
 - Complies with all relevant statutory and regulatory requirements
 - Manages and meets the needs of tenants in a fair and equitable way
 - Takes the views of tenants into account where appropriate
- 1.5. To achieve this, HCHA will:
 - Aim for a fixed first-time approach
 - Enable tenants to report repairs in a manner that suits them
 - Be proactive in our approach to communicating with tenants, with an open and honest approach
 - Repair or replace any fixture/fitting/appliance which HCHA has responsibility for
 - Understand individual tenant needs and preferences when arranging appointments so much that there is no breach of health and safety requirements or relevant regulations and statutory timescales

- Monitor and report on the performance of the service
- Manage an effective major works and planned maintenance programme to minimise the need for responsive repairs

1.6. Engagement with tenants is paramount. Where appropriate, tenants will be consulted for their views in advance of major works. Tenants will also be requested to take part in various satisfaction surveys, to allow HCHA to recognise positives as well as identify areas for improvement.

1.7 HCHA Responsibilities

- 1.7.1 Although HCHA employ external contractors to carry out work on its behalf, it remains the responsible body for ensuring the fulfilment of the aims of this policy
- 1.7.2 The Property Services Manager has overall responsibility for the provision of the repairs and maintenance service and ensuring the adoption of, and adherence to, this policy and any associated procedures

2.0 Procedure

2.1 Objective of the procedure

- 2.1.1 The purpose of this procedure is to provide guidance for all staff involved in the repairs and maintenance service to ensure they deliver a prompt, efficient, and tenant focused responsive repairs service that reflects good value for money
- 2.1.2 To ensure tenant views and opinions are listened to, and that any appropriate learning is carried out, including actioning and communicating changes identified.

2.2 Repair Categories

2.2.1 Emergency Repairs

2.2.1.1 These are classified as those repairs necessary to remove a serious threat to the health and safety of the tenant, members of their household, visitors, or the structure and fabric of their home

2.2.1.2 HCHA will respond to the request and make safe the property within 24 hours of being made aware of the repair.

2.2.1.3 Examples of emergency repairs include:

- main drainage or sewer blocked
- damage to any ground floor windows, making them insecure
- insecure external door that inhibits the safety of the tenants and property
- a major leak that could cause substantial damage to the property or poses a safety hazard
- no water supply
- heating repairs (during winter season) where there is no other heating; and
- severe damp and mould, and disrepair

2.2.1.4 Subsequent visits may be required to complete all remedial works following initial attendance

2.2.2 Urgent Repairs

2.2.2.1 Urgent repairs are works required to prevent further damage to the property or where required works are causing serious inconvenience, for example, partial loss of electrical power or taps that cannot be turned on or off. HCHA aims to complete all urgent repairs within seven days.

2.2.2.2 Examples of urgent repairs include:

- partial loss of electrical power
- partial loss of water supply
- leaking gutters that may cause damage to property
- roof leaks to garages or outbuildings
- repairs to boundary walls where access may be compromised
- low level damp and mould

2.2.2.3 Subsequent visits may be required to complete all remedial works following initial attendance

2.2.3 Routine Repairs

2.2.3.1 Routine repairs are works that are not causing damage to the property and do not pose a threat to the health and safety of the tenant. HCHA aims to complete all routine repairs within 28 days.

2.2.4 Flexibility

2.2.4.1 HCHA recognises that due to the vulnerabilities of some tenants, a degree of flexibility in the above timescales will be applied. Where additional flexibility to repair priorities and services is required, HCHA will take into account the tenant's needs and the severity of the situation; appropriate action will be identified on a case-by-case basis.

2.3 Access to properties – health and safety risks

2.3.1 HCHA may need to access a property in order to make safe a repair that poses an immediate threat to the health and safety of tenants or others residing in neighbouring properties or is likely to cause substantial damage to the property

2.3.2 In such cases, HCHA must take all reasonable actions to contact the tenant, and the decision to access the property must be made by a member of the Executive Leadership Team. In addition, any damage caused by entering the property must be made good and all actions taken must be clearly documented.

2.4 Inability to complete repairs within prescribed timescales

2.4.1 Despite best efforts to complete all repairs on time, this is not always possible. Some repairs require specialist parts to be ordered, or for specialist contractors to be called in. If these situations occur, HCHA must keep tenants informed of the progress of their repair and provide an update when the work will be completed. Tenants are also expected to keep HCHA informed if appointments cannot be kept, to allow suitable alternatives to be arranged.

- 2.4.2 Where unforeseen circumstances occur, HCHA may need to prioritise repairs, meaning some repairs may need to be rescheduled. Where this occurs, HCHA must give tenants as much warning as possible and take the tenants needs into account when rescheduling an appointment.

2.5 Management of appointed contractors

- 2.5.1 HCHA utilises a range of contractors to carry out works. Management of these contractors to ensure adherence to HCHA standards, values and prescribed timescales is the responsibility of the Property Services Manager, with assistance from the Property Services Coordinator.