

Repairs and Maintenance Policy

Procedure reference number: FH-POL-Repairs 1

Version number: 4

Date applies from: 04.04.2022

UNCONTROLLED IF PRINTED

Aim of policy

This Policy sets out ForHousing's approach to responsive repairs, empty property maintenance, planned maintenance and cyclical maintenance.

The implementation of this Policy will ensure ForHousing delivers an effective and efficient repairs and maintenance service to homes and communal areas whilst maintaining value for money. It also responds to the needs of, and offers choices to tenants, with the objective of completing repairs and improvements right first time.

Policy

ForHousing repairs and/or replaces small to medium sized components on failure due to wear and tear or tenant misuse.

To ensure components are not prematurely replaced, regular cycles for the servicing of equipment, inspection and testing required by regulations will be carried out.

There will be external and internal (communal areas) redecoration programmes to maintain the appearance of properties and extend component life.

Emergency repairs can be reported 24 hours per day, seven days a week via a range of channels. Outside of normal working hours the service will as a minimum make the property safe and secure.

ForHousing will endeavour to ensure that responsive repairs are completed in one visit, 'right first time'.

ForHousing will arrange appointments, at the first point of reporting, for all non- emergency internal and external repairs.

Where a repair cannot be completed on first visit and follow on works are required, then a further appointment will be arranged with the tenant before the operative leaves the property.

Repair requests will be confirmed by phone, in writing or in a text message to the tenant. This will include a description of the repair, the date and time of appointment and the name of the contractor.

With the exception of timescales prescribed under the 'right to repair' legislation, responsive repairs will be responded to according to their level of priority, such as whether they are an emergency, urgent or routine. Where circumstances are appropriate or necessary, such as a tenant with support needs, a repair may be escalated to a higher priority. Current timescales are publicised on our website.

If a repair cannot be completed within the stated timescale (e.g. if a replacement component is required) the contractor will inform the tenant of the revised timescale, which may, due to the nature of the works, be progressed as investment works outside of this Policy.

ForHousing will publicise repairs and maintenance items which are the tenant's responsibility. Where it is identified that tenants have caused damage to the property, undertaken unauthorised alterations or left possessions and/or rubbish in the property when vacating, ForHousing will proactively seek to recover the costs incurred from tenants through its Recharge Policy, in order to rectify the damage and/or issues identified.

Where a non-emergency repair has been requested and it is evident that this is due to tenant damage, work will not be carried out unless the tenant pays for the full cost of the works in advance of the works being carried out.

We understand that on occasion discretion should be applied before requesting and pursuing recharges or seeking advance payments, before undertaking the work. This will be reviewed on a case-by-case basis considering all information available to us.

Where it is established that materials or parts have been ordered for works which is of a specialist nature and the tenant fails to allow access to undertake the work, ForHousing will proactively seek to attain access and if this fails, recover the costs incurred from the tenant.

Where improvements cause damage to the tenant's decoration, this will either be made good or a decoration voucher will be issued to enable the tenant to purchase the necessary decorating materials. This does not include where day to day repairs have been undertaken.

ForHousing repairs empty properties promptly and to the published lettings standard, so that properties are let as quickly as possible to people in housing need.

Planned maintenance works will be carried out on a regular basis to ensure the health and safety of tenants and their visitors, to meet statutory and legal obligations, prevent deterioration of the building components and/or improve the appearance of homes and estates.

ForHousing will deliver some repairs as longer term investment works. For example, where pre-inspection and/or ordering and manufacture is required or for larger quantities of repairs that may potentially be done as a long-term investment.

ForHousing will discharge all legal obligations to all leaseholders by providing an efficient and effective repairs and maintenance service for those repairs that are their responsibility.

How the policy will be delivered

ForHousing will ensure that all Service Centre call handlers receive structured training in all aspects of the repairs service and are provided with repairs diagnostic software to support the effective ordering of repairs and deliver a 'right first time' repair service to tenants.

ForHousing will carry out an annual review of each contractor's performance, which will identify any actions necessary to be taken including determining or not extending contracts and/or not inviting them to tender for future contracts.

Delivery of the arrangements within this Policy will be primarily through ForHousing officers, external service providers and third party audit mechanisms.

In order to ensure that a high quality repairs service is provided, a randomly selected list that includes a range of values and types of work will be checked through internal and external audits. The results of the checks will be utilised to drive improvements and specific coaching and training for individual operatives.

Where employees become aware that there are problems with effective operation of this Policy, they should report this to the Policy Owner.

Related documents

- ForHousing Repairs and Maintenance Procedure
- ForHousing Asbestos Policy
- ForHousing Asset Management Policy
- ForHousing Legionella Control and Water Hygiene Policy
- ForHousing Leasehold Management Policy
- ForHousing Electrical Safety Policy
- ForHousing Fire Safety Policy
- ForHousing Gas Safety Policy
- ForHousing Equipment and Adaptations Policy
- ForHousing Rechargeable Repairs Procedure
- ForHousing Tenancy Agreement (re: Right to Repair)

Equality analysis

Date of approved equality analysis	24.02,2021
Actions taken forward to mitigate any potential negative impact	<ul style="list-style-type: none">• Ensure that the correct individual needs of tenants in relation to repairs handling are recorded on the QL housing management system.

Consultation and business intelligence

ForHousing regularly consults tenants on repairs and maintenance through Community Voice Channels.

Monitoring arrangements

ForHousing will monitor and report compliance with this Policy through:

- Performance Indicators
- Tenant Feedback Mechanisms
- Strategic Reports
- Operations Reports.

Policy summary for the intranet

This Policy sets out ForHousing's approach to responsive repairs, empty property maintenance, planned maintenance and cyclical maintenance.

Words linked to this policy for intranet searches

Repairs, Voids, planned, cyclical, responsibility

Where this policy should be accessible

- Group Services
- ForHousing owned
- ForHousing managed
- Liberty Group
- Forfutures
- ForLiving

Control data and approval history

Policy owner:	Strategic Lead for Maintenance
Next review date:	01.03.24

Action	Approved by	Date
Approval	Relevant lead or director	4.4.2022
Approval	Group Executive Leadership Team representative(s)	4.4.2022
Approval	Relevant board	Not required
Equality Analysis review and advise	Business Excellence	24.02.2021
Health and safety review and advise	Health and Safety	Not required
Legal review and advise	Legal Services Executive	Not required
Human Resources review and advise	Human Resources (Trade Union and staff consulted when required)	Not required

Document revision history

Date approved	Version number	Version history
06.03.2019	V1	Previously ForViva Repairs and Maintenance V4
Date amended	Version number	Key changes
22.02.2021	V2	Changed policy owner and version following review.
04/01/22	V3	Paragraph added to advise operative will provide appointment for follow on work prior to leaving the property.
28/03/22	V4	Paragraph added to inform discretion to be applied before raising/pursuing recharges and advance payments.

