Repairs & Maintenance Policy

Version Number	5.2
Date Applies From	28/03/2024
Policy Owner	Executive Director of Customer Experience Repairs and Maintenance
Next Review Date	28/03/2027
Strategy Link	Customer Focused and Equitable Services Safe, Well Maintained, Sustainable and Affordable Homes

Key connected legislation/regulation:

- The Housing Act 2004
- Defective Premises Act 1972
- The Charter for Social Housing Residents: Social Housing White Paper
- The Homes (Fitness for Human Habitation) Act 2018

Annual Checks

Policy owners should ensure that an annual check of hyperlinks, roles, and names is undertaken. These checks are in addition to formal review process. Please see Policy and Procedure framework guidance for further details.

If you need this information in an alternative language please call

0161 605 7260

For other formats please call

0300 123 5522

Introduction

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.

Scope of 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.

Equity, Diversity, and Inclusion

We value diversity and work to create an inclusive environment for our customers and colleagues, where everyone has access to the same opportunities. We welcome our responsibility to comply with equalities legislation and regulatory requirements that relate to equity, diversity and inclusion and aim to do more. Through our activities we aim to remove systemic barriers to equal opportunities and eliminate all forms of discrimination, harassment, and victimisation within our organisation.

We are committed to providing excellent customer services, which are fair, equitable and inclusive. As such, we will endeavour to understand and make any reasonable adjustments required for customers in line with ForHousing's Reasonable Adjustment Statement and the Equality Act 2010. Any reasonable adjustment provided will be recorded and kept under active review.

Implementation and Communication

ForHousing will ensure that all Connect Hub 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.

Monitoring, Recording, Reporting

ForHousing will monitor and report compliance with this Policy through:

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

Related Documents

- ForHousing Repairs and Maintenance Procedure
- ForHousing Damp and Mould Policy
- ForHousing Damp and Mould 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)

Co-production

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

Approval & Review History

With effect from 23/10/2024 the approval route for the Repairs & Maintenance Policy is:

SLT – EMT

Date	Version	Approved by	Detail
06/03/2019	1		Previously ForViva Repairs and Maintenance
22/02/2021	2		Changed policy owner and version following review.
04/01/2022	3		Paragraph added to advise operative will provide appointment for follow on work prior to leaving the property.
08/03/2022	4		Paragraph added to inform discretion to be applied before raising/pursuing recharges and advance payments.
28/03/2024	5	Executive Management Team representative(s)	Approval of DPIA and DIA.
18/07/2024	5.1		Addition of Equity & Reasonable Adjustment Statement.
22/04/2025	5.2	Head of Maintenance	Copied text from old template to new template – no change in content