

EastendHomes

REPAIRS AND MAINTENANCE POLICY

1. STATEMENT OF INTENT

- 1.1 EEH will provide a repairs and maintenance service which is efficient; fulfils its obligations to tenants; is responsive to their needs and requirements; meets the relevant statutory and regulatory standard e.g. Home Standard (HCA 2012) and Local Offers; and achieves value for money.
- 1.2 EEH will develop and review its planned maintenance strategy with the aim of minimising the number of responsive repairs it needs to undertake. The strategy will be reviewed annually. In order to ensure that residents are aware of the planned maintenance programme EEH will publicise the annual programmes on a regular basis.
- 1.3 To secure the delivery of an efficient repairs and maintenance service EEH will ensure relevant staff have the necessary skills, training and experience to order and specify repairs; manage and monitor service delivery; and plan and develop an effective repairs and maintenance strategy. Procedures will be introduced which guarantee the proper management and monitoring of all repairs and maintenance contractors.
- 1.4 This policy will apply to EEH residents living in social rented homes with assured and secure tenancies, and EEH leaseholders where it is applicable.
- 1.5 EEH will offer its tenants a high quality, customer orientated service. It will:-
 - (i) Operate an appointments system for the carrying out of non-emergency repair work;
 - (ii) Adhere to published priority timescales for the completion of repair work wherever possible, and ensure that all tenants are aware of these timescales;
 - (iii) Ensure that all contractors undertaking housing repairs abide by a code of conduct designed to ensure high standards of customer care;
 - (iv) Survey contractors' work whilst they are on site to ensure that repairs and installations are carried out satisfactorily, without damaging, weakening or affecting the appearance of the building.
 - (v) Monitor tenant satisfaction with the repairs service, and ensure that any complaints about the service are investigated promptly.
- 1.6 EEH will ensure that all tenants are treated equally in respect of the repair and maintenance of their homes, and that all tenants have equal access to the service.

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1.7 EEH will encourage the use of locally based handypersons to carry out repairs.

2. RESPONSIVE REPAIRS

2.1 EEH will ensure that all staff are aware of the organisation's repair responsibilities. Training and guidance will be given to ensure that staff can order and specify repair work accurately.

2.2 EEH will adopt procedures which detail:

- (i) The way in which orders are placed and repair work specified;
- (ii) How invoices should be raised, checked and processed;
- (iii) Mechanisms for budget control;
- (iv) When inspections should be undertaken following a repair request and upon completion of the work.

2.3 Information on how to order repairs will be made available to all tenants and leaseholders. When ordering a repair, a job number will be provided for the repair they have requested.

2.4 Where a repair is a non-emergency and is part of a planned maintenance or capital works programme the work may be deferred where appropriate. The resident(s) affected by this will be advised as to the programme of Planned Maintenance and the date(s) on which the work is expected to be carried out.

Non-emergency repairs which may be deferred include:-

- Minor repairs to roofs and gutters
- Repairs to kitchen cupboards, sinks and taps
- Repair of bathroom fixtures and fittings
- Repair of windows and doors
- Pointing and minor brickwork repair

3. APPOINTMENTS

3.1 For non-emergency repairs carried out by contractors, an appointment system will operate.

Non-emergency repairs for which appointments will be offered include:-

- Repairs to wooden floors
- Repair or renewal of waste water pipes, defective ball valves, faulty taps etc
- Minor repairs to external doors, windows and roofs
- Toilets not flushing where there is another working toilet

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June 2017

- Broken mechanical extractor fans
- Partial loss of electrical power
- Repairs to external pointing
- Plastering repair
- Repair to internal doors and other woodwork

4. REPAIR TIMESCALE

- 4.1 EEH will complete repairs within agreed and publicised timescales. Although repairs reported will generally be ordered to be carried out within the appropriate timescale EEH officers will, in certain circumstances, exercise discretion to ensure that the integrity of the building or security is not prejudiced.

5. RIGHT TO REPAIR

- 5.1 If work is not completed within the specified timescale, the tenant may, in certain circumstances, request that EEH uses a second contractor. If the second contractor fails to complete the work on time the tenant may claim compensation from EEH. Information about this Right to Repair will be publicised amongst tenants. (See the Compensation and Payments Policy).

6. REPAIRS AND DOMESTIC VIOLENCE, ANTI SOCIAL BEHAVIOUR AND HARASSMENT

- 6.1 In the instance of repairs being required which have arisen further to an incident of harassment, domestic violence or anti-social behaviour, for example a security breach to a property or the removal of graffiti, EastendHomes will raise the necessary repairs with an emergency priority as appropriate.

7. RECHARGEABLE WORKS

- 7.1 In exceptional circumstances we may carry out a repair which is the tenant's responsibility. This may be done to protect the structure of the building or for health and safety reasons. In such cases tenants will be required to pay for the cost of the repair in advance. The only exception to advance payment for a rechargeable repair is when the order is emergency priority and there is no possibility of the tenant being able to pay before the work is ordered.
- 7.2 EEH may, in certain circumstances, carry out repair work on behalf of a leaseholder, where they request it, and recharge them for the work.
- 7.3 Outgoing tenants will be expected to remove any non-standard equipment from their properties before they leave. If such equipment is not removed, EEH may remove it and recharge the outgoing tenant for the cost of the removal and any associated repair work.
- 7.4 EEH may offer a service to leaseholders to carry out repairs at cost including administration.

8. OUT OF HOURS EMERGENCY REPAIRS

- 8.1 EEH will publicise its arrangements for dealing with out of hours emergency repairs.

9. CODE OF CONDUCT AND QUALITY MONITORING

- 9.1 All staff involved in the delivery of the repairs service, both EEH officers and contractors engaged by EEH, will be expected at all times to treat tenants with courtesy and respect; to ensure that no damage is caused to tenants' belongings in the course of carrying out work; and to leave tenants' properties clean and tidy following the completion of work. All contractors will be expected to abide by a Code of Conduct which will set out these standards.
- 9.2 Tenant satisfaction surveys together with other methods will be used for monitoring all repairs undertaken. Other appropriate methods of seeking tenants views will also be used to monitor the repairs and maintenance service.
- 9.3 Officers will carry out work inspections as appropriate at or soon after the completion of the work, to ensure that any problems relating to the quality of workmanship can be resolved at an early stage.
- 9.4 An effective performance monitoring and review system will operate, setting performance standards for overall service delivery, and in particular for monitoring contractor performance. Levels of tenant satisfaction will be a key determinant in assessing the quality of the service. Information relating to previous performance will be used in reviewing the list of contractors.
- 9.5 EEH will ensure that the terms of its contracts are enforced and will use appropriate mechanisms to deal with defaulting contractors including dismissal.

REPAIR RESPONSIBILITIES

The repair responsibilities of EEH and tenants respectively are set out below:-

EEH REPAIR RESPONSIBILITIES

1. Repair of Structure and Exterior

To keep the structure and exterior of the premises in good repair including:

- 1.1 the roof
- 1.2 drains, gutters and external pipes
- 1.3 outside walls, outside doors, window cills, window catches, sash cords and window frames, including any necessary external painting or decoration
- 1.4 internal walls, skirting boards, door frames, door jambs, thresholds, floors and ceilings (but not painting and decoration or to make good damage caused by condensation created through tenants lifestyle)
- 1.5 major internal plasterwork
- 1.6 chimneys, chimney stacks and flues (including sweeping)
- 1.7 boundary walls, fences, pathways, steps and ramps
- 1.8 garages and outbuildings (where provided by EEH)
- 1.9 stair lifts (where provided by EEH)

2. Repair of Installations and Fittings

To keep in good repair and proper working order any installations provided or adapted by EEH for space heating, water heating and sanitation and for the supply of water, gas and electricity, including:

- 2.1 water pipes and tanks, gas pipes and electrical wiring
- 2.2 electrical sockets and light fittings (but not plugs or non-EEH appliances)
- 2.3 basins, sinks, baths, toilets, flushing systems and waste pipes
- 2.4 water heaters, boilers, fireplaces, fitted fires and radiators
- 2.5 smoke alarms
- 2.6 repair and replacement of kitchen fittings including worktops

3. Repair of Common Parts

To take reasonable care to keep the following in reasonable repair and fit for use by tenant, other occupiers and visitors to the premises

- 3.1 common entrances, halls and passageways
- 3.2 stairways and lifts
- 3.3 rubbish chutes
- 3.4 lighting
- 3.5 any other common parts

4. Decoration of Exterior and Common Parts

To keep the exterior of the premises and any common parts in a reasonable state of decoration.

TENANTS REPAIR RESPONSIBILITIES

Tenant's responsibilities are:

1. Internal Decoration and other matters

- 1.1 To keep the interior of the premises in good repair and in clean and good decorative condition, and to take measures to control condensation arising from occupation that may affect the condition of the decorations and to decorate all internal parts of the premises as frequently as is necessary to keep them in reasonable decorative order.

2. Minor Repairs

- 2.1 To carry out minor repairs such as the following:
 - repair and replacement of internal doors and internal door furniture (except fire exit doors and kitchen doors)
 - repair and replacement of draught excluders
 - replace lost or damaged keys and renew any lock required as a result of lost or damaged keys
 - small plaster cracks

- TV aerials and satellite dishes (unless communal) and any damage to property or neighbouring property caused by their installation
- clothes posts and lines (unless communal)
- replacement of wash basin, sink and bath plugs, and toilet seats.
- repair and replacement of internal glazing
- repair and replacement of wall tiles (excluding splashback tiles around bath, sink and basin)
- repair and replacement of gates, garden paths and fences (except those leading to the home and adjacent to public walkways)
- pull cords

All minor repairs listed above are carried out for tenants over state retirement age and disabled tenants (in receipt of Disability Living Allowance, Employment and Support Allowance, Personal Independence Payment, Attendance Allowance)

3. Tenants Fittings

3.1 Tenants of EEH will have a repair responsibility for anything they have installed or fitted themselves, whether or not they have obtained permission from EEH for the installation.

EEH - REPAIR TIMESCALES

How quickly a repair will be started and the length of time it will take depends on the urgency of the work, how large the job is and when someone can get in to do the work. Availability of parts may also be a determining factor.

EEH will work to ensure that repairs are completed in line with any statutorily or regulator required timescales.

From 1st July 2017 the following repair priorities will apply:

EMERGENCY REPAIRS

Respond within one hour and complete within 24 hours:

- Breaches of security to outside doors and windows as a result of break in, vandalism, racial attack or domestic violence
- Insecure external window door or lock
- Tenant locked out of property where EeH is responsible for the repair
- Loose or detached banister hand rail
- Total loss of heating or hot water for elderly or vulnerable tenants or during the period 15th September to 31st May
- Total loss of water supply

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June 2017

- Toilet not flushing where there is no other working toilet in the home
- Blocked WC
- Blocked main drains or soil pipe
- Total loss of electric supply
- Unsafe electrical wiring or fittings
- Total failure of communal staircase lighting
- Severe storm or flood damage *
- Lift breakdown
- Stairlift breakdown
- Total failure of block entry phone system
- Broken/ damaged glazing *
- Obscene or racist graffiti.
- Burst water main*
- Total loss of gas supply
- Gas or Carbon Monoxide Leak (PHONE: NATIONAL GRID 0800 111 999)
- Blocked flue
- Fire damage*
- Roof Leaks*
- Faulty Communal TV services

* Order to make safe or investigate only

ROUTINE REPAIRS

Respond and complete within 28 calendar days. Appointment to be within earliest date that is at the tenants convenience but not usually sooner than 3 days from the reporting date:

- Partial loss of electrical supply
- Minor plumbing leaks or defects
- Total loss of space or water heating between 1st June to 14th September
- Partial loss of heating or hot water 15th September to 31st May
- Blocked sink, bath, or basin
- Toilet not flushing whether there is another working toilet in the home
- Defective overflow
- Defective flooring or stair tread
- Failure of an individual entry phone
- Graffiti
- Faulty extractor ventilation (extractor fan)
- Faulty communal TV services
- Uneven or loose paving
- Renewal or replacement of storage tanks, hot water cylinders, immersion heaters or sanitary ware which is unusable or unsanitary and not covered by other priorities
- Re-glazing
- Repairs to blocked and leaking gutters and rainwater pipes
- Minor repairs to doors, windows, roofs and floors
- Repairs to walls, brickwork slates or tiles.
- Repairs to external walls, fences and paths
- Minor repairs to steps and staircases
- Repairs to garages, store sheds, locking posts, fences
- Repairs and replacement of kitchen fittings
- Repairs to plasterwork
- Repairs to wall tiling
- Easing doors and windows including repair or replacement of window restrictors
- Other minor day to day repairs or replacements