



PEAKS & PLAINS
Housing Trust

The Trust

Repairs Policy

Version number: V3

Effective Date:
January 2021

TABLE OF CONTENTS

- 1. INTRODUCTION..... 1**
- 2. SCOPE OF THE POLICY..... 1**
- 3. POLICY STATEMENT..... 1**
- 4. ACCESSING OUR REPAIRS SERVICE..... 2**
- 5. IMPROVEMENTS AND CYCLICAL REPAIRS..... 2**
- 6. TENANTS RESPONSIBILITIES AND RIGHTS..... 2**
- 7. EQUALITY AND DIVERSITY IMPLICATIONS..... 3**
- 8. ROLES AND RESPONSIBILITIES 3**
- 9. CONSULTATION, MONITORING AND REVIEW..... 4**
- 10. ASSOCIATED DOCUMENTS..... 4**
- 11. POLICY INFORMATION 5**

1. INTRODUCTION

- 1.1. We recognise that the quality of our repairs, maintenance and improvements service is of great importance not only to ensure the safety and satisfaction of tenants but also to protect the value of our housing stock and other assets.
- 1.2. We are committed to delivering a high quality reactive maintenance service along with planned programmes of cyclical maintenance. We are also committed to undertaking a major improvements programme as contained in our Business Plan.

2. SCOPE OF THE POLICY

- 2.1. This Policy applies to residents of our properties, but does not cover any private rental properties due to the different terms of private rental agreements.
- 2.2. Elements of this Policy do not apply to leaseholders due to the terms of their agreement that require them to be responsible for specific repairs.
- 2.3. Leaseholders are responsible for repairs within their home, however where the leaseholder lives in a block of flats or maisonettes we will carry out repairs and planned maintenance to the building envelope and communal areas.
- 2.4. This policy will incorporate all repairs carried out as part of aids and adaptations.

3. POLICY STATEMENT

- 3.1. We believe that our tenants have a right to expect high standards in relation to repairs and maintenance and will ensure that our service meets customer expectations.
- 3.2. We will ensure that our repairs service complies with the requirements of the Regulator of Social Housing.
- 3.3. In line with the Home Standard we will:
 - Provide a cost effective repairs and maintenance service to homes and communal areas that responds to the needs of and, offers choices to our tenants, and has the objective of completing repairs and improvements right first time.
 - Meet all applicable statutory requirements that provide for the health and safety of customers in their homes.
- 3.4. We will complete responsive repairs on a priority basis and set targets and timescales for achieving them that will be understood and acceptable to our tenants. We will also provide access to an all year round 24-hour emergency repair service.
- 3.5. We will ensure that our tenants are fully aware of our and their legal and statutory obligations regarding repairs through information contained in Tenancy Agreements and on our website.

- 3.6. We will periodically carry out surveys of our assets and maintain appropriate records about their condition so that planned and cyclical maintenance programmes can be undertaken effectively.
- 3.7. The Trust will log and monitor all repairs, including no access and cancelled repairs. Where the repair cannot be completed within the initial appointment these repairs will be monitored via a weekly report and the tenant will be contacted on a monthly basis to ascertain their requirement.

4. ACCESSING OUR REPAIRS SERVICE

- 4.1. The Trust believes that reporting and progressing responsive repairs should be made as simple and accessible as possible for all our customers and to achieve this we will:
- Provide and promote the booking and tracking of repair appointments online through My Account as our preferred option for reporting responsive repairs.
 - Provide a phone service for those customers who cannot access My Account.
 - Provide emergency assistance 24 hours a day 365 days of the year via our out of hours service.
 - Ensure our repairs service is responsive to the individual customers' needs; we may adjust the priority of a repair if the customer is vulnerable and a risk or potential inequality is identified.

5. IMPROVEMENTS AND CYCLICAL REPAIRS

- 5.1. The Trust will undertake regular periodic inspections and servicing of all gas installations, electrical systems, fire safety equipment, lifts, emergency lighting and other communal facilities.
- 5.2. The Trust will also undertake planned improvements and cyclical maintenance programmes arising out of surveys of its properties. These comprehensive programmes will include a seven-year cycle of external, prior to painting maintenance repairs.
- 5.3. When carrying out improvements we will give tenants a range of individual choices wherever possible including style, pattern and colour.

6. TENANTS' RESPONSIBILITIES AND RIGHTS

- 6.1. Where the Trust carry out any repairs, which are the responsibility of the tenant, as identified in the Tenancy Agreement the tenant(s) will be re-charged for the cost of the work and any associated administrative costs.
- 6.2. The Trust will allow tenants to improve their homes as provided for within the Housing Act 1985 if approval is obtained in advance. Where necessary the Trust will carry out pre-inspections in relation to the proposed improvements and offer advice. Following completion of the work the Trust will inspect it and if satisfied with the standard will undertake to maintain and service it (subject to expiry of any relevant guarantees or warranty). Any improvement or addition made to a Trust property in this way will become the property of the Trust and may not be removed without permission. Tenants who

undertake improvements without approval or work that is not to standard will be liable for the full cost of reinstatement should the improvement need to be rectified either during or at the end of tenancies.

- 6.3. The Trust will comply with the provisions of Section 122 of the Leasehold Reform, Housing and Urban Development Act 1993 in relation to compensation for improvements.
- 6.4. Where improvements are covered by the Act compensation will be paid at the end of the tenancy in accordance with those regulations.

7. RISK

- 7.1. The Trust will deliver all responsive and programmed repairs in line with the Home Standard 2015.

7.2. **Repairs and maintenance**

Registered providers shall:

- (a) Provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time.
- (b) Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

7.3 **Repairs and maintenance**

2.2.1 Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include: responsive and cyclical repairs, planned and capital work, work on empty properties, and adaptations.

2.2.2 Registered providers shall co-operate with relevant organisations to provide an adaptations service that meets tenants' needs.

8. EQUALITY AND DIVERSITY IMPLICATIONS

- 8.1. The Trust will deliver a responsive and programmed repairs service, which takes into account customers' particular needs and circumstances. It will ensure that all customers are able to access services, and that their homes are maintained to modern standards.

9. ROLES AND RESPONSIBILITIES

9.1. **Trust Board**

- The Trust Board is responsible for the approval and overarching monitoring of appropriate key performance indicators (KPIs) required to ensure that the policy is being adhered to.

8.2 Executive Director of Operations

- 8.2.1
 - Responsible for ensuring that adequate resources are made available to enable the objectives of this policy to be met.

8.3 Head of Repairs

- 8.3.1
 - Responsible for the associated procedures; this includes responsibility for monitoring, reviews, policy development and ensuring risks associated with the delivery of repairs and improvements are managed effectively.

8.4 Maintenance Managers

- 8.4.1
 - Will take day-to-day responsibility for implementing this policy, including:
 - Ensuring adequate processes and procedures are in place to manage the risks associated with repairs and improvement works.
 - Ensuring sufficient information, instruction and training is delivered. Ensuring a suite monitoring tools is in place capturing the performance of staff and contractors.

8.5 Challenge Group

- 8.5.1
 - Responsibility to annually review repair policy and contribute Customer expectations and aspirations for the Trust to consider as part of the repair offer.

10. CONSULTATION, MONITORING AND REVIEW

- 10.1. Customers will be consulted on improvement programmes generally and specifically where the improvement programme directly affects them. The views and wishes of tenants will be incorporated into improvement schemes wherever possible.
- 10.2. We will use feedback from customers to ensure our repairs service matches customer needs and meets their expectations.
- 10.3. Performance of repairs and improvement works are included in the Key Performance Indicators (KPIs) which are reported to the Board and our Senior Leadership Team.
- 10.4. This policy will be reviewed every 3 years in line with the Trust's policy framework.

11. ASSOCIATED DOCUMENTS

- 11.1. The following documents should be read in conjunction with this policy:
 - Rechargeable Repairs Policy (EMT approval due Jan2021)
 - Tenancy Agreement
 - Compensation Policy
 - Leaseholders Policy
 - Staff Code of Conduct
 - Gas & Solid Fuel Policy

- Anti-Fraud & Anti-Bribery Policy
- Anti-Money Laundering Policy

POLICY INFORMATION

Policy Name:	Repairs Policy
Status:	Final (V3)
Approved by:	Board
Drafted By:	Head of Repairs
Date approved:	19 th January 2021
Next Review Date:	January 2024