

# **REPAIRS POLICY**

**April 2008**

## 1. INTRODUCTION

The Association aims to provide a high quality repairs and maintenance service delivered by and in partnership with KHT services

We will seek to deliver this by:

- Developing and publicising standards for the service,
- Ensure our properties meet the Government's Decent Homes Standard and
- Providing services that are efficient, value for money and customer focused

## 2. POLICY STATEMENT

The Association guarantees to provide a 24 hour a day, 365 days a year repair service. All repairs reported between 8.00 am and 8.00 pm Monday to Friday and 9.30 am to 1.00 pm on Saturday will be dealt with by KHT Services Customer Contact Centre, were tenants will be offered an appointment for non emergency repairs.

### **Out of Hours Repairs**

2.1 The Association will provide an out of hour's service between the hours of 8.00pm and 8.00 am, Monday to Friday and 1.30 pm on Saturday to 8.00 am on Monday. This service is available to tenants requiring emergency repair to Their properties.

### **Priority Repairs**

2.2 In order to provide an efficient, cost effective and needs based repairs service will prioritise work into four categories:

#### 1. Emergency Works

Respond within 2 hours  
Completion within 24 hours

Leaking roof  
Dangerous structures e.g. ceiling or brickwork  
Blocked or backed up drains  
No electricity  
Gas leaks and fumes from flues  
Fencing and external hazards  
Access is locked out  
Repair to front door and access level windows to secure a property  
Responding to and making safe repairs caused by harassment (racial, domestic violence or other)

1. Urgent Works

Completion within 7 calendar days:

1. Minor roof repairs
2. Repairs resulting from electrical faults
3. Minor plumbing repairs
4. Minor repair to central heating systems
5. General repairs to front entrance door locks
6. Glazing repair where security or danger involved
7. Staircase lighting
8. Repairs to staircases

2. Routine Work

Completion within 28 calendar days:

1. Major roof repair
2. Blocked gutters
3. Repairs to gutters and downspouts
4. General joinery
5. Internal floor screeds
6. Plastering works
7. Replacement of sanitary wear
8. Brick work and painting

3. Planned Work

1. Cyclical decoration
2. Adaptations
3. Fence/gate repairs
4. Kitchen replacements
5. Bathroom replacements
6. Boiler replacements

When a repair falls into the planned work category the Association will advise tenants when it anticipates the work to be carried out. This may not be in categories 1, 2 or 3 but as part of the larger planned programme of works.

**Repairs for which tenants are responsible**

2.3 The following repairs will be the responsibility of tenants with the exception of those considered vulnerable:

- Tap washers
- Light bulbs
- TV aerials (where no service charge paid)
- Repairs caused by tenant damage. (re-chargeable)
- Internal decoration
- Toilet seats
- Bath and sink plugs

In certain circumstances the Association may carry out the above repairs and recharge tenants for the cost of repair/replacement

### **Inspections**

2.4 It will be necessary for some repairs to carry out an inspection prior to the contractor commencing the work. If this is the case the Association will advise the tenant when the repair is reported.

### **Appointment**

2.5 The Association will offer tenants the opportunity to have the repair carried out by appointment.

The Association in certain circumstances will charge the tenant £15 if they fail to keep a pre-arranged appointment.

The Association will attempt to contact you prior to your appointment to confirm the date and time.

If the Association misses an appointment without notifying the tenant, tenants will be entitled to receive compensation of £15.

### **Right to Repairs**

2.6 If the Association fails to carry out certain repairs, you can ask us to use another contractor. If the Association still fails to carry out the work, tenants are eligible for compensation. This equates to a one of payment of £10 then £2 for each day the work remains incomplete, to a maximum value of £50.

### **Reporting a Repair**

2.7 Tenants can report repairs in the following ways:

- By telephone 0808 100 2578, this is a free phone number available from 8.00 am – 8.00 pm, Monday-Friday and 9.30 am to 1.00 pm on Saturday.
- In person at any Cosmopolitan Housing Association office
- By the internet at [www.cosmopolitanhousing.co.uk](http://www.cosmopolitanhousing.co.uk) or via email – repairs@cosmopolitanhousing.co.uk
- By letter

### **Vulnerable Tenants**

2.8 Where the Association knows a tenant is vulnerable the Association's repairs response times can be enhanced. Details of this are available in the Association's vulnerable tenant's policy.

### **3. IMPLEMENTATION**

- 3.1 The repairs service is managed under contract by KHT Services. KHT Service are responsible for taking repairs from tenants and prioritising work depending on the repair category. Details will be logged on their computer system, including any special circumstances, such as vulnerability etc.
- 3.2 An appointment will be made which is convenient for the tenant to have work carried out at their home.
- 3.3 Any repair request that is unclear will be referred to the relevant property services officer for classification and if required a pre inspection.
- 3.4 The Property Services Officer will agree the repair to be carried out with the tenant and arrange for a contractor to attend.

### **4. RESPONSIBILITY**

- 4.1 Overall responsibility for implementation lies with the Director of Housing Services
- 4.2 Operation of the policy will be managed by the Asset Manager.
- 4.2 The Repairs Contract Coordinator is responsible for application of policy and procedure, monitoring the performance of KHT services, identifying shortfalls in service and recommending action to rectify.
- 4.3 Day to day operation of the policy is the responsibility of KHT services.

### **5. CONSULTATION**

- 5.1 The Association will consult on an annual basis with the Repair Review Team, outside agencies and benchmarking groups to promote continuous improvement and develop good practice in this policy.
- 5.2 Prior to making any changes to this policy the Association will consult and consider the views of:

- All relevant staff
- Senior Management Team
- Repairs Review Team
- Board of Management
- Residents, Tenants Groups, individual interested tenants
- All relevant outside agencies

### **6. REVIEW**

- 6.1 The Association will formally review its Repairs Policy on a 3-yearly basis. The review will follow the Association's formal "Best Value Review Framework". Findings and recommendations will be presented to the Association's Board of Management after the views of the Forum have been considered. Each review will be carried out by a review team.

6.2 Progress reports will be made to the Board of Management, Forum and Repairs Review Team to enable monitoring against strategic aims and objectives and agreed performance indicators. Performance data will be included in the annual report to tenants.

## **7. TRAINING**

7.1 The Association will provide all staff responsible for implementing this policy with comprehensive training, which is reviewed on an annual basis.

7.2 Training will be given:

- New staff joining the department as part of induction
- KHT Services staff
- To all relevant staff after change to policy/legislation
- The Repairs Review Team

## **8 ASSOCIATED DOCUMENTS**

8.1 The Association has the following procedure to assist staff implementation of the policy:

- Re-charge Policy
- Vulnerable Tenants Policy
- Right to Repair Policy
- Compensation Policy
- Complaints Procedure
- Equal Opportunity Policy.