

Repairs Policy

DESIGN HEADER TO INCLUDE POLICY NAME AND DATE RANGE

INFORMATION

Policy Name	Repairs Policy
Effective Date(s)	February 2023
Approved By	Risk & Compliance Group, Customer Services Committee
Approval Date	February 2023
Policy Owner/Dept	Director of Asset Management
Policy Authors	Conan McKinley
Review Date	By February 2025
Version Number	2.0

Version Control

Version	Date	Changes	Approver

Your Housing Group Strategic Priorities			
Safe	<input checked="" type="checkbox"/>	Viability	<input type="checkbox"/>
Landlord	<input checked="" type="checkbox"/>	Growth	<input type="checkbox"/>
People	<input type="checkbox"/>	Technology	<input type="checkbox"/>

Relevant National Standards or Regulation	Please state if the policy aligns to any of the Regulator's Standards: <ul style="list-style-type: none"> • Home Standard
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Relevant Legislation	Please list any legislation applicable to the Policy; <ul style="list-style-type: none"> • Building Regulations Act 1984 • Commonhold & Leasehold Reform Act 2002 • Construction Design & Management Regulations 2015 • Control of Asbestos Regulations 2012 • Control of Substances Hazardous to Health Regulations (COSHH) 2002 • Data Protection Act 2018 • Decent Homes Standard
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	<ul style="list-style-type: none"> • Defective Premises Act 1972 • Electrical Equipment (Safety) Regulations 2016 • Environmental Protection Act 1990 • Equality Act 2010 • Gas Safety (Installation and Use) (Amendment) Regulations 2018 • Health and Safety at Work Act 1974 • Home Standard 2015 • Homes (Fitness for Human Habitation) Act 2018 • Housing Act 2004 • Housing Health and Safety Rating System 2006 • Landlord and Tenant Act 1985 • Management of Health and Safety at Work Regulations 1999 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) • The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007 • The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994 • Care Act 2014 • Children’s Act 1989 & 2004 • Modern Slavery Act 2015 • Domestic Abuse Bill 2019
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1. Purpose of the Policy

- a. Your Housing Group (YHG) are committed to delivering a high-quality, modern and effective repairs service and to provide homes that are comfortable, maintained and safe for people to live in.
- b. The primary purpose of this policy is to ensure that all YHG staff, customers and contractors are aware, understand and are equipped with information to deliver the requirements of the repairs and maintenance service.
- c. This policy recognises that a successful repairs service considers doing the right thing for YHG people, customers’ and business.
- d. The policy is designed to meet the following aims and objectives:

Aims

- To provide an efficient service that ensures our properties are protected and well maintained whilst maximising value for money.
- To ensure that all customers live in a safe, secure, and habitable environment.
- To comply with all relevant, statutory, and regulatory obligations.
- To provide an efficient, prompt and cost-effective responsive repairs service, that is easily understood by customers and staff.
- To deliver the promises made within the Repairs & Maintenance Service Standards.
- To promote a culture of innovation and incorporate emerging technologies where appropriate.
- To provide a framework to monitor the performance of the response repairs service to seek continuous improvement.
- To support delivery of the Group business plan.

e. Objectives

- To interact and listen to the feedback of customers to shape service delivery and customer experience.
- To continually strive for the highest levels of performance and customer satisfaction.
- That communication with customers is always appropriate, easily understood and easily accessible.
- To place emphasis on the quality of repair works.
- To clearly define the repair responsibilities of YHG and that of its customers.
- To provide a service that is accessible and convenient for all customers, offering a range of ways for customers to report repairs.
- To undertake repairs in the most efficient manner whilst adopting a right first-time ethos.
- That staff involved in the repairs service are appropriately trained and supported to deliver the service objectives.

2. Scope of the Policy

- a. This policy covers the responsive repairs and maintenance service to all properties and communal areas owned and/or managed by YHG and its subsidiary companies.
- b. The policy sets out the repairing obligations of YHG and of the rights and obligations of its customers. It outlines the procedure for reporting repairs and how repairs are prioritised.

- c. The policy is applicable to all YHG staff members who are involved in the delivery of the Repairs & Maintenance Service, as well as all customers who receive this service.

3. Definitions

- a. **Reactive Repairs & Maintenance**, under this policy, are those carried out at a single property or communal area at the request of an individual. These repairs can also be called reactive repairs or day to day repairs.
- b. Reactive Repairs & Maintenance does not cover Planned, Cyclical, Void, Adaptations or Servicing works undertaken by YHG.
- c. **Customer** – Any tenant or leaseholder of a property or commercial unit owned and/or managed by YHG.
- d. **Vulnerable Customer** - customers who have additional needs, for example the very frail elderly, severely disabled, or families with very young babies under one.
- e. **Repair** – The process of rectifying a component or installation when it is faulty or in a state of disrepair; in a YHG owned and/or managed property.

4. Consultation

- a. The Director of Asset Management and the Head of Repairs and Maintenance have prepared this policy with input from the Director of Housing and Customer Service.
- b. As part of the development of this Policy and in line with the Home Standard consultation, a review by a customer focus group and the Customer Connect panel has been undertaken. This policy is also subject to review by the Customer Services Committee before publication.
- c. The wider service offering in relation to the Repairs & Maintenance Service Standards that underpins the details within this policy.

5. Policy Detail

Repair Responsibilities

- a. The responsibility for undertaking repairs and maintaining homes is shared between YHG and its customers.
- b. Customers are required to report repairs that are the responsibility of YHG as soon as reasonably possible to ensure properties do not fall into disrepair. YHG colleagues and contractors also have a responsibility to identify and report repairs.
- c. YHG expect customers to keep the inside of their home clean and in good condition and keep gardens and communal areas clean and tidy.
- d. Customers are required to undertake minor repairs and maintenance that are not the responsibility of YHG to ensure the upkeep of their property, this includes ensuring repairs do not arise due to neglect, wilful damage or accidental damage.
- e. Repairs attended by YHG or its contractors that are subsequently found to arise due to neglect, wilful damage or accidental may be recharged to the customer.
- f. It is the responsibility of customers to ensure they take out home contents insurance. YHG are not responsible for insuring customers' furniture, floor coverings and possessions. Customers may also be responsible for damage caused to another property, for example, caused by flooding from their property.
- g. Customers who make an application to buy their home will only receive a repairs service prior to purchase completion.

Leaseholder obligations

- h. Leaseholders should refer to their lease for details of repair and maintenance responsibilities.
- i. Leaseholders are responsible for repairing any damage due to neglect or carelessness caused by them, a member of their family, customer, or visitor.
- j. YHG will recharge leaseholders if there is evidence that damage is the fault of a leaseholder, their household, or visitors.

Right First Time Service

- k. YHG aim to offer a high-quality service to customers as we understand repairs are a vital need for customers to live in a comfortable and safe home, free from

inconvenience. When a repair is needed, we aim to complete the repair at first visit, where this is technically feasible to ensure minimal inconvenience for customers having to wait for the repair to be completed. Where this is not possible, we aim to ensure works are completed in as few visits as is possible and keep customers informed through all steps of the process.

Repair Categories & Definitions

- l. YHG will diagnose and order repairs into the following categories.

Emergency Repairs - This is when there is a serious risk to customers or their home. We will attend within 24 hours or within 4 hours for vulnerable customers. Some repair work may be undertaken dependent upon the nature of the works. The main aim is to ensure everyone is safe and secure.

Urgent Repairs - This is when there is an urgent need for a repair which would be detrimental to the property or customer if not attended to urgently. We will attend within 5 working days.

Damp & Mould Repairs - Repairs in this category can be booked in via a mutually convenient appointment and completed within 21 calendar days

Reactive Repairs - Repairs in this category are repairs that pose no immediate risk and can be booked in via a mutually convenient appointment. Routine repairs are undertaken and completed within 28 calendar days.

Any Repairs that exceed 28 days will be amended in the system and reported daily, weekly, and monthly to ensure customer is kept updated and the outstanding repair is completed at the earliest available appointment. (e.g. Composite doors, new windows, Large Roofing works).

- m. Timescales on these types of works depending on their nature may be completed sooner, please see the Repairs & Maintenance Service Standard for more detail. Compliance related repair timescales such as heating repairs differ and are covered in that service's policy.

Reporting Reactive Repairs

- n. Customers can report repairs in a variety of ways;
- Telephone
 - Email
 - Webform
 - Your Home Hub

- Face to Face
 - Letter
- o. Outside office opening times only emergency repairs can be reported via the telephone, with exception of face to face, all other forms of communication are still available to customers for non-emergency repairs.
- p. YHG continually reviews the ways in which customers can report repairs, it also embraces future technologies and new ways of working.

Inspections

- q. A pre-inspection maybe required before a repair appointment can be arranged which will be undertaken within 14 calendar days. This will include circumstances where the scope of the repair is either unknown or cannot be diagnosed with the information provided by the customer. Following inspection, the repair will be planned in with the customer following the appropriate timescales.
- r. To ensure YHG are providing a high-quality repairs service and are receiving value for money a minimum 5% sample of completed repairs will be inspected each month. Inspections will be undertaken via a combination of desktop reviews and onsite inspections. Where access is required into a customer's home we will contact prior to our visit and agree a mutually convenient appointment.

Appointments

- s. When a customer reports a non-emergency repair, we will provide a mutually convenient appointment for the works to take place. Where this is not possible, or the works required are unclear we will offer an appointment for an inspection to diagnose the correct works required.
- t. For communal area reactive repairs where no customer access is required, appointments will still be scheduled as per reactive repair process above.
- u. Customers are required to provide access for repairs at the appointed time, to remove belongings to enable the work to be undertaken and to provide a clean, smoke free environment for our employees and contractors to work in.
- v. If appointments are no longer convenient customers are required to inform YHG to rearrange to a more suitable time.
- w. If a customer fails to provide access to pre-arranged appointments, YHG reserves the right to recharge a customer if they fail to allow access. The operative will remain at the property for 15 minutes to contact the customer and if no success

will leave a card to advise that we have attempted to carry out the appointment and advise the customer how they can rearrange the appointment.

- x. Where YHG have failed to gain access we will contact the customer to arrange another appointment. For normal Repairs we will attempt access 3 times and if no success write to the customer explaining we have closed down the job due to repeated lack of access. If Health and Safety or Fire Risk Action and we cannot contact the customer, we will inform Housing management to assist with access.
- y. Where YHG have failed to gain access and the repair is not described to be of a health and safety issue, we will follow the no access procedure as above.
- z. Where there is an immediate risk or hazard to property or people YHG may take further steps to ensure access.
- aa. Appointments are undertaken in line with the Repairs & Maintenance Service Standard.

Out of Hours Emergency Service

- bb. Your Housing Group offers a 24-hour, 365 day a year emergency repair service. If a repair presents a serious risk to customers or their home these can be reported via telephone on 0345 345 0272 and our contractors will attend within our published timescales.

Decoration

- cc. Internal decoration is the tenant's responsibility. Care will be taken to minimise damage to decoration during repairs work.

Rechargeable repairs

- dd. A rechargeable repair is defined as any repair that is above and beyond normal wear and tear, or arises from abuse, accidental damage, neglect or deliberate and/or malicious damage. This applies to all customers, their household or visitors to the property.
- ee. For further detail refer to Rechargeable Repairs Policy.

Vulnerable residents

- ff. We recognise that our customers have different needs and that in some circumstances customers may require additional assistance. YHG are committed

to ensuring the repairs service is accessible by all and where required we may adjust response times and increase our service offering on a case-by-case basis.

- gg. If customers require additional assistance every attempt will be made to identify any individual circumstances at first point of contact to ensure all operatives and staff are aware when visiting customers' homes. And where necessary make reasonable adjustments to carry out the repair.

Customer Improvements

- hh. Customers have the right to carry out improvements within their property. Customers however must not make any improvements, alterations, or additions to the premises without first obtaining both the written consent from YHG and all other necessary approvals, such as planning and building regulation approval.
- ii. YHG will not unreasonably withhold consent when customers make requests for improvements, alterations, or additions.
- jj. Customers must comply with the reasonable requirements of YHG in relation to any consent given to make improvements, alterations, or additions to the premises, including the standard of the work to be carried out.
- kk. Following any improvements, alterations or additions undertaken by the customer they will be responsible for the future repairs, maintenance or replacement of the improvement unless previously agreed in writing.
- ll. Where permission has not been approved by YHG the customer may be recharged for any unauthorised improvements or alterations identified during or at the end of their tenancy.
- mm. All authorised work must be completed to a sufficiently high standard and by qualified and competent persons. Work undertaken on gas and electrical installations must be carried out by appropriately qualified persons and copies of certificates must be submitted to YHG prior to works commencing.
- nn. YHG are not liable for any loss or damage to, caused by or associated with any improvements or alterations carried out by customers with or without permission.

Fixed Wall & Floor Coverings

- oo. Customers are advised not to lay fixed floor coverings (tiles, hard wood or laminate) in their homes. This is due to the difficulty in removing them to carry

out essential works such as under floor pipe work, without damaging the fixed covering. Where customers have installed fixed wall or floor coverings, they are responsible for obtaining the correct noise insulation and contents insurance cover.

- pp. Customers are responsible for removing any fixed wall or floor covering at their own cost to allow YHG to undertake essential repairs and maintenance.
- qq. YHG retains the right to recover the costs of removing fixed floor or wall coverings from customers who have installed them be it for Reactive repairs or on their departure from the tenancy.

Safeguarding

- rr. YHG is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and contractors to share this commitment. Where safeguarding concerns are identified, staff will follow the Safeguarding Policy & Procedure and ensure that the incident is recorded on the Incident Management System.
- ss. YHG will engage with, and fully contribute to, multi-agency working in response to safeguarding concerns. This includes responding to requests for information from the local authority, Safeguarding Adult Boards, Safeguarding Children Boards, Child Protection Conferences and Serious Case Reviews, Domestic Homicide Reviews wherever appropriate.

Domestic Violence

- tt. Domestic abuse is a criminal offence and is also in breach of our tenancy agreement. As a housing provider we have a role in identifying domestic abuse issues and supporting people affected. Where domestic abuse concerns are identified, staff will follow the Domestic Abuse Policy and Safeguarding Policy and ensure that the incident is recorded on the Incident Management System.
- uu. We will work with the survivor to decide whether security measures (such as lock changes or blocking letterboxes) are required to reduce or remove the risk of harm to the survivor whilst at home. In the homes we manage, we will ensure the necessary action is taken on a case-by-case basis.
- vv. Dealing with issues of domestic abuse requires a multi-agency approach and YHG will endeavour to work with any relevant local agencies or partnerships in individual cases to ensure they are dealt with in the most effective and efficient

way.

Right to Repair

- ww. YHG aims to complete all reactive repairs within its agreed and published timescales, as well as ensuring all repairs meet the acceptable standard. Where this does not occur customers may be entitled to compensation. All details associated with this can be found in the Group's Compensation Policy.

Service Quality and Complaints

- xx. YHG strives to ensure continuous improvement of its Repairs & Maintenance Service. We will actively seek out customer feedback on the quality of the service they receive to help us shape and develop the improvements to service performance, quality, and efficiency.
- yy. In line with the Group's Customer Feedback Policy all customers have the right to pursue a complaint in relation to any aspect of the Repairs & Maintenance Service. Information collated via complaints will be used to improve our services and any reoccurring issues.

6. Responsibilities under this Policy

- a. The Director of Asset Management is responsible for this policy, its implementation, and future reviews.
- b. The Head of Operations Fix360 is responsible for implementation of this policy, ensuring that the policy and associated procedures are embedded within the operational delivery of the repairs service and that all staff are aware of their responsibilities and are adequately trained to undertake them.
- c. YHG staff and customers will follow the policy guidelines and its approach to repairs and maintenance.

7. Risk Management

- a. The main risks associated with this policy are;
- YHG fails to maintain Consumer Standards and Regulatory Requirements in line with the objectives and framework set out by the Government.
 - YHG fails to maintain properties to a good standard, impacting on the overall value of the Groups housing stock and financial viability of the organisation.

- YHG fails to adhere to this policy resulting in reputational harm as a result of its activities.
- YHG fails to maintain expenditure within agreed budget levels.

8. Data Protection, Record Storage and Retention

- a. All data used to facilitate the undertaking of all repairs and maintenance activities are done so in accordance and compliance with the Groups Data Protections Policy.
- b. All repairs undertaken by YHG or its subsidiaries are managed via our Housing Management Systems Orchard and CRM, Accuserv as well as FLS our operative diary system. These systems are all GDPR compliant.

9. Equality and Diversity

- a. YHG will ensure that this policy is applied fairly to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in the Equality Act 2010.
- b. When applying this policy, we will act sensitively towards the diverse needs of individuals and communities.
- c. This policy has had an Equality Impact Assessment undertaken upon it and any changes recommended have been made.
- d. On request, YHG will provide translations of all its documents, policies and procedures in various languages and other formats.

10. Communication

- a. This policy is available to view by all customers on the YHG website and will be updated with any changes.
- b. Internally this policy will be viewable and accessible by all staff and stored on the groups intranet site Youggle.

11. Learning and Development

- a. All staff of the Repairs & Maintenance Service will be required to ensure this policy is read in line with their duties and responsibilities.

12. Performance Management of this Policy

- a. YHG will measure its repair performance by using, and issuing, a suite of Key Performance Indicators (KPIs). KPIs will be benchmarked against YHG peer group.
- b. KPI's will be reviewed annually for all Repairs & Maintenance contracts to ensure year on year continuous improvements.
- c. Performance against KPIs will be monitored and reported monthly to the Executive Leadership Team (ELT), Customer Services Committee and Group Board.
- d. Complaints received and Customer Feedback as part of our satisfaction surveys for Repairs & Maintenance will also be used as an additional means of monitoring and improving the quality of the service.
- e. YHG will publish repairs performance information at least annually to our customers and include regular updates on performance.

13. Review of this Policy

- a. This policy will be reviewed every two years or as required by statutory, regulatory, best practice, emerging developments, or circumstances arising from reviews of other Group wide policies.
- b. The Director of Asset Management is responsible for future reviews.

Related Documents

Document Type	Name
Connected Policies and Procedures	Asset Management Strategy Asset Compliance Policy Rechargeable Repairs Policy Damp & Mould Policy Customer Connect Framework
Forms and Letters	
Leaflets/Publicity Material	
Training Materials Available	
Intranet/ Website Page	

Checklist

(To be completed by the Research and Policy Manager)

Policy Name: Repairs and Maintenance Policy			
Version No: 2.0		Effective Date: February 2023	
Status: Full Review			
Previous Policy Name (where appropriate) n/a			
Brief Summary of Changes from Previous Version:			
<ul style="list-style-type: none"> • 4 Hour Emergency for Vulnerable customers • 24 Hour Emergency for non-vulnerable customers to be attended within timescale • 5 Day Urgent Repair – For repairs non-emergency but require a customer visit based on criteria • 21 Days – Damp and Mould repairs • 28 Day Repairs – All other day to day repairs to be 28 day timescale 			
Any Repairs to exceed 28 days the target date will be amended in the system and reported daily weekly and monthly to ensure customer is kept updated and the outstanding repair is completed at the earliest available appointment. (e.g. Composite doors, new windows, Large Roofing works)			
Internal Consultation Group:		Customer Consultation: <input checked="" type="checkbox"/>	
Full impact assessment completed by Equality Impact Assessors Group		Date of Customer Consultation:	
		Customer Consultation Brief Details: Consultation with Customer Connect Panel	
Link to Consultation Document(s):			
Date Initial Equality Impact Assessment Undertaken: Nov 2022		Equality Impact Assessor: Ekaterina Kanyshkina	
Reason for Decision: n/a			
Date Full Equality Impact Assessment Undertaken: n/a			
Brief Outline of any Changes Recommended from EIA: None recommended.			
Data Protection/ UK GDPR Implications: <input type="checkbox"/>			
Brief Outline of UK Data Protection/GDPR Implications:			
Legal Implications: <input type="checkbox"/>		Legal Panel Consulted: <input type="checkbox"/>	Date:
Risk Implications: <input type="checkbox"/>		Risk Logged on Datix: <input type="checkbox"/>	Date:
Resource Implications	People: <input type="checkbox"/>	Finance: <input type="checkbox"/>	Asset: <input type="checkbox"/>
			Other: <input type="checkbox"/>
Brief Summary of how Resource Implications have been addressed:			
Communications Template Completed?			
Training Plan Completed?			
How will communication on this Policy take place: (please delete as appropriate) Intranet/ YHG Website			
Policy Owner: (Department) Asset Strategy		Policy Author: Conan McKinley	
Policy Signed Off By: (service manager or sponsor): Conan McKinley			Date: 27/01/23
Policy Approved By: Risk & Compliance Group Customer Services Committee			Date: 14/02/23