



Repairs and Maintenance Policy and Procedure

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1. Policy Statement

This policy sets out Framework's approach to the delivery of the responsive repairs service. The responsive repairs service complements our programs of planned and cyclical maintenance to ensure our properties are well maintained, up to date and meet the standards expected by our service users and staff.

This Policy applies to all persons (service users, staff, members of the public and contractors) who reside or work in both Framework owned and leased properties.

We will not carry out all repairs on leased properties as some of these may be the responsibility of the superior landlord. In these cases, we will forward on all necessary information about the repair to the landlord to ensure the repair is carried out.

2. Purpose

The purpose of this policy is to:

- deliver an efficient, effective and value for money responsive repairs service that meets the needs of our services users and staff
- comply with all relevant legislative and regulatory requirements and meet our contractual obligations
- ensure that all persons (services users and staff) live in a safe and secure environment.
- provide a prompt and cost-effective responsive repairs service that our services users and staff value
- provide services which are easily accessible at a time and in a way to suit our services users and staff and which deliver high standards of customer care
- ensure services users and staff are aware of their responsibilities for minor repairs and contractual obligations.
- keep in repair the structure and exterior of our property and its fixtures (where the property is owned by Framework)
- keep in repair and proper working order all installations for the supply of water, gas and electricity, for sanitation and for space and water heating (where the property is owned by Framework)
- maintain all entrances, halls, lifts, stairways, passageways, rubbish chutes, lighting, door entry systems and other parts provided for common use; ensure that all fire protection systems and fighting equipment is adequate, regularly inspected and serviced (where the property is owned by Framework)
- work in partnership with The Service User Advisory Group to continuously drive service improvements
- Agree ways in which we can improve the value for money of the service including the delivery of more planned and programmed work to manage the demand for responsive repairs.



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3. Responsive Maintenance

Identifying and reporting repairs

There are several ways of identifying repairs. Faults may become apparent; they may be reported by service users or identified through regular property checks.

The Service Manager is responsible for ensuring that regular property checks and health & safety checks are carried out. This will identify maintenance requirements and ensure that the environment is maintained at the required standard and appliances are operating effectively.

Service users can report repairs to their support worker, housing officer or site based staff. This can be done by verbal communication, telephone, text or, text or email.

Once a requirement for a repair has been identified it is the responsibility of the member of staff to inform the property services team based at Val Roberts House.

Before reporting a fault or a repair, staff should check whether the fault or repair has already been reported. It is essential that the reporting of repairs and faults is not duplicated.

Property services will accept the following methods of notification of a repair;

- a maintenance requisition which is available on FRED by searching for repairs requisition.
- an email with relevant information to propertyservices@frameworkha.org
- calling the office on 0115 970 9531
- a maintenance request through Pyramid / Pyramid on-line. When using this method, the exact address must be used, as this cannot be changed in the live system.

Requests should always include exact locations of the fault, an in-depth description of the fault, possible requirements for repairs or replacements and dates reported.

In services where Framework is managing properties for another landlord or housing association Property Services will check that a repair is the responsibility of Framework before processing, in some cases the repair may not be Frameworks responsibility.

Property Services Officers will allocate the work to the relevant contractor(s), raising an order through Pyramid. All works order will be prioritised based on the timescales within Appendix 1



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Emergency repairs required outside normal office hours

Emergency maintenance issues discovered outside normal office hours (5pm to 9am Monday to Thursday and 4.30pm Friday to 9am Monday) should be reported using the Duty Manager system (see Duty Manager Procedures).

The out of hours staff on duty will arrange the necessary repair.

The contact number is 0800 0131324. The staff at this service will also be able to contact the On-Call Duty Manager if further advice or action is required.

If the reported repair is deemed not to be an emergency then the service user person reporting the repair will be asked to call back during working hours to make an appointment. Support will be offered if required.

Appointments

For non-emergency day to day repairs Property Services will work closely with its contractors to ensure that they make advance arrangements with services and service users where access to a property is required. They will endeavour to provide an appointment to meet the service user or staff's needs.

Where possible our contractors will contact the service user directly however if access is not being arranged the contractor will feedback to property services who may provide the housing officer's or support workers contact details to assist in arranging a visit.

Where access cannot be gained for a standard appointment, the contractor will make one further attempt to reschedule the repair. If this results in further no access the repair will be cancelled, recorded as no access and a new repair order raised.

Where the repair is an emergency or a health and safety matter then Framework will continue to make attempts to contact the service user or service. After two attempts and if not repairing poses a serious safety risk for other service users or the building, Framework will take appropriate steps to gain access. This may include providing access to the contractors alongside a joint visit by Framework staff.

Quality

Framework aims to carry out post inspections as follows:

- in line with any repair complaint relating to quality of work.
- When raised by service teams following initial concerns reported over work quality.
- Following information and feedback gathered on customer service satisfaction questionnaire.
- All voids will be post inspection prior to re-letting.

These inspections are determined and recorded and saved on Framework Systems.



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Efficiency

Framework will work to ensure that the responsive repair service operates efficiently and is providing Framework and its service users with value for money.

This will be achieved by:

- Monitoring the repairs service to ensure efficiency targets are met and adhered to;
- Producing and monitoring contractor KPIs to ensure targets are met;
- Regular contractor meetings involving SUAG;
- Regularly reviewing the service to identify areas for improvement in efficiency and effectiveness;
- Reviewing contractor relationships, and;
- Making use of information technology to provide innovative solutions to service delivery and continuous improvement.

Framework will endeavour to complete all repairs and improvements right first time. Framework will measure our right first-time performance against the following three key elements:

- completing the repair to a consistent standard and quality (materials and standard of work)
- completing the repair at the first visit, without the need for multiple visits and inspection
- completing the repair to the satisfaction of the service user

Priorities

Responsive Repairs

All responsive repairs will be awarded a priority at the reporting stage. Repair priorities are detailed in Appendix 1 but will be classified as emergency, urgent or routine.

All repairs will aim to be completed within a maximum 21 working days. Exceptions to this will need approval from the Property Services Coordinator or the Repairs and Compliance Manager.

The priority periods will be reviewed periodically according to the views of Service Users, industry good practice, regulatory requirements and the need to operate in the most efficient and effective manner.

Planned Maintenance

Framework will operate a planned maintenance programme reviewed on an annual basis. Planned maintenance will consist of the refurbishment and /or replacement of building components. Planned work will be driven by the stock condition survey, data from property inspections, and feedback from Service Users.

Cyclical Maintenance



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Framework will carry out cyclical maintenance in line with relevant legislation, statutory requirements and best practice guidance at the required frequency.

Building elements included are:

- Lift servicing,
- Water hygiene and Legionella testing,
- Disabled adaptation equipment,
- Gas safety servicing
- Fire protection,
- Kitchen equipment servicing,
- Laundry equipment servicing,
- Ventilation
- Testing of electrical installations.

4. Flexibility for Vulnerable Service Users

Framework will ensure that its repairs services can meet the needs of its most vulnerable Service Users.

Where additional flexibility to repair priorities and services are required Framework will consider Service Users' needs and the severity of the situation to vary the standard service offered.

Framework aims to maintain a record of Service Users who identify a particular vulnerability or special need in order to ensure repair services are effectively delivered to meet their needs on a regular basis.

Where there is significant increased risk due to the service user's specific needs or behaviors Framework will ensure more than one person will attend site to support the needs of the service user, service users and or the contractor.

5. Recharges

Framework reserves the right to recharge Service Users for any works caused as a result of neglect, wilful damage or misuse (including accidental damage) by the service user, their family or their visitors.

It will also recharge Service Users transferring between tenancies for works to correct neglect, wilful damage, misuse (including accidental damage), and unauthorised alterations to the property during the last tenancy and for the removal of items left in the property.

6. Leased properties

Framework will lease properties from other housing providers including private landlords where there is a requirement for accommodation that Framework's owned properties cannot provide.

Framework usually leases properties from landlords under an Assured Short hold Tenancy for a



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number of years; under this agreement the landlord will be responsible for repairs to the property under Section 11 of the Landlord and Service user Act 1985.

When exceptions to this occur, we will ensure that all repairing responsibilities are clearly identified in the Lease.

Framework may, after giving notice to the landlord, undertake to carry out work on the property; cost to Framework will be recouped from the landlord.

Framework may also sign a management agreement whereby Framework are responsible for the maintenance required within a property.

All work advised to a landlord will be logged by property service in Pyramid and monitored for completion.

7. Service User Satisfaction

Framework will undertake peer to peer satisfaction surveys through the SUAG Repairs group on a regular basis as determined by the group.

These results will be analysed and used to review systems and monitor the performance of Framework and its contractors.

Framework will also run an annual service user satisfaction survey covering all the main service areas provided, including views on the repairs and maintenance service, and will use the range of formal and informal contacts with Service Users to ensure Service Users have ample opportunities to be involved in the decision-making process and provide feedback on the services provided by Framework and its contractors.

8. Performance Data

Framework will publish repairs monitoring reports for its Service Users on at least an annual basis, incorporating performance data relating to the repairs service in a number of areas as identified in Appendix 2.

Framework will also produce regular detailed performance statistics for review by management teams, staff, board members and service user representatives.

9. Service User Involvement

All items in this policy will be subject to the Association's Service User Involvement Policy. Framework will ensure that all repairs responsibilities, reporting methods, service standards and all other relevant information is readily available to all its Service Users in easily accessible formats.

The SUAG has been developed to enable Service Users, Framework Senior Management Team and Board members to work in partnership to consider all aspects of work undertaken by the Property Services Team and the contractors who deliver services in relation to repairs.



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SUAG will ensure that they consult with and represent the views of people who access

Framework services regarding repairs and in particular their levels of satisfaction. This group will then develop reports and make recommendations to Frameworks Board.

10. Contractor Selection

All competition for Framework's repair work will be in accordance with the Financial Regulations and Equality & Diversity Policy, and any relevant legislation.

All major works of repair and maintenance will be awarded on a competitive tendered basis using criteria of price and quality. This may be through a traditional tender process or through a framework agreement via a procurement consortium. Where possible, input will be sought on all major contracts by a representative of SUAG.

Exceptions to this would be where a delay in undertaking the work would have a negative impact on service users, staff or the public or if the work is of a specialist nature. In these cases, work will be procured in –line with the financial regulations of the organisation.

No work will be paid for unless Framework is content that the work has been completed according to specification and that any extra works claimed are justified. All successful contractors will have demonstrated adequate third-party insurance and compliance with all statutory regulations and Framework Housing Association policies.

Framework will ensure that work orders will include adequate Schedule of Rates codes before they are passed to contractors, to avoid major discrepancies in costs and allow for any further work to be quoted for effectively.

11. Equality, Diversity and Inclusion

Framework is committed to a policy of fair and equal treatment for all its members, Service Users, employees and applicants as determined in the Equality & Diversity and Inclusion Strategy.



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Appendix 1

Repairs Priorities

Where an order is covered by the Right to Repair Regulations, the response time is determined by those regulations.

Emergency Response - Within 4 hours

Heating and hot water breakdown during 'winter period' (1 November to 30 April). Applies to calls received between 9am and 5pm Mon-Thurs 9am – 430pm Fri. All calls received outside of this time will be responded to within 24 hours

This may also apply where the work is of a health & safety or security nature.

Emergency – Make Safe within 24 hours

Situations involving danger to life and limb of the Service Users or occupiers or involving substantial damage to the Association's property. e.g.

- Total loss of water
- Uncontainable leak
- Severe storm damage
- Total loss of electricity supply
- Major fault with electricity supply
- Breaches of security to outside doors and windows
- Total loss of gas supply
- Gas leak
- Blocked flue
- Failure of lift
- Roof leaks resulting in serious internal flooding
- Blocked drains, Toilets

Urgent – Within 7 days

Repairs which cause significant inconvenience and / or threat to further property damage, but do not immediately threaten harm to Service Users or occupiers. e.g.;

- Major plumbing leaks or defects
- Heating and / or hot water loss during the period 1st May to 30th September
- Blocked, sinks, basins, bath
- Major electrical faults
- Roof leaks resulting in visible internal damage
- Severe dampness
- Breaches of security to doors and windows
- Failure of entry phone



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- Damage to stair treads, hand rails or banisters

Routine - Within 21 Working Days

All non-emergency / urgent repairs e.g.;

- General joinery repairs
- Repairs to doors, floors and windows
- Repairs to external walls, fences and paths
- Repairs walls, brickwork and slates/tiles
- Repairs / cleaning of gutters and down pipes
- Repairs to kitchen fittings
- Repairs to plaster work
- Minor plumbing repairs
- Repairs to tiling
- Other minor 'day to day' repairs

Non-urgent repairs may also be delayed and included in the planned maintenance programme.



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Appendix 2 Repairs and Maintenance KPIs

100% emergency repairs completed in target – Monthly/ Quarterly plus Annual Cumulative

95% urgent repairs completed in target – Monthly / Quarterly plus Annual Cumulative

95% routine repairs completed in target – Monthly / Quarterly plus Annual Cumulative

85% Responsive repairs completed first time – Monthly/ Quarterly plus Annual Cumulative

Satisfaction with responsive repairs – 85% Quarterly plus Annual Cumulative

Emergency repairs as 15% of all responsive repairs – Quarterly plus Annual Cumulative

Urgent repairs as a 30% of all responsive repairs – Quarterly plus Annual Cumulative

Routine repairs as a 55% of all responsive repairs – Quarterly plus Annual Cumulative

Average cost of responsive repairs – Monthly