



Repairs and Maintenance Policy Statement

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1. Policy Statement

- 1.1. believe housing 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.
- 1.2. The primary purpose of this policy is to ensure that all believe housing staff and customers are aware, understand and are equipped with information to deliver the requirements of the repairs service.

2. Policy Aims

- 2.1. This policy recognises that a successful repairs service considers doing the right thing for believe housing's people, customers and business.
- 2.2. The policy is designed to meet the following aims and objectives:

Aims

- To deliver a great, consistent, reliable and modern repairs service
- To provide an efficient service that ensures our properties are protected and well maintained whilst maximising added value
- To ensure that all customers live in a safe and habitable environment
- To comply with relevant statutory and regulatory obligations
- To deliver the promises made within the service standards (**Appendix A**)
- To promote a culture of innovation and incorporate emerging technologies
- To respect and protect our planet through our working practices
- To deploy a digital solution to deliver effortless processes for maximum customer and colleague benefit

2.3. Objectives

- To listen to and act upon customer feedback to shape service delivery and customer experience, now and in the future
- To continually strive for the highest levels of performance and customer satisfaction
- To place emphasis on the quality of repair works
- To clearly define the repair responsibilities of believe housing and customers
- To provide a service that is accessible and convenient for customers
- To undertake repairs in the most efficient manner whilst adopting a right first- time ethos

3. Scope

- 3.1. This policy covers the responsive repairs and maintenance service to properties and communal areas owned and/or managed by believe housing. Excluded from this policy are rechargeable repairs, customer home improvements and void repairs which will have their own policies or procedures.

4. Roles and Responsibilities

- 4.1. The Director of Property Repairs will have overall responsibility for the implementation of this policy.
- 4.2. The Repairs and Property Experience Manager will ensure 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 carry them out.
- 4.3. believe housing staff and customers will follow the policy guidelines and its approach to repairs and maintenance.

5. Legislation and Guidance

- 5.1. believe housing will deliver a repairs service that complies with regulatory and statutory obligations to ensure the health, safety and security of people and property are maintained at all times.
- 5.2. The Regulator of Social Housing (RSH) provides The Regulatory Framework for Social Housing in England from 2012 including 'The Home Standard'.
- 5.3. The key areas of legislation in this policy are:
 - Defective Premises Act 1972
 - Health and Safety at Work Act 1974
 - Building Regulations Act 1984
 - Landlord and Tenant Act 1985
 - Gas Safety (Installation and Use) Regulations 1998
 - Management of Health and Safety at Work Regulations 1999
 - Housing Act 2004
 - Housing Health and Safety Rating System 2006
 - Equality Act 2010
 - Control of Asbestos Regulations 2012
 - Data Protection Act 2018

6. Definitions

- 6.1. **'Customer'** – Any tenant or leaseholder of a property or commercial unit owned and/or managed by believe housing.
- 6.2. **'Repair'** – The process of rectifying a component or installation when it is faulty or in a state of disrepair; in a believe housing owned and/ or managed property.

7. Repair Responsibilities

- 7.1. The responsibility for repairing and maintaining homes is shared between believe housing and customers. A full list of these responsibilities, derived from the Tenancy Agreement, are detailed in **Appendix B**.
- 7.2. believe housing are committed to providing self-help guidance for some minor repairs and repairs that are the responsibility of the customer.
- 7.3. Customers must report repairs that are the responsibility of believe housing, as soon as reasonably possible, to ensure the property does not fall into disrepair.

8. Repair Categories

- 8.1. Repairs will be classified and responded to within believe housing's repair categories and timescales.

Remote Repairs

- 8.2. Depending on the nature of the repair, there may be occasions where believe housing are able to diagnose and carry out repairs remotely, via telephone or video call technology.
- 8.3. This will assist and support customers to carry out a repair themselves, reducing waiting times and preventing the need for believe housing to visit the property.
- 8.4. Where a repair has been categorised as a remote repair, customers will be contacted within 24 hours from the repair being reported.
- 8.5. Where a remote repair is actioned, but it doesn't solve the problem, a repair will be raised, categorised and appointed in line with the timescales set out in the policy.
- 8.6. The time already taken to action the remote repair will be considered when booking the new repair, so it is still completed within timescale of the original report.

Emergency Repairs

- 8.7. Emergency repairs are any defects that put the health, safety or security of properties, customers or anyone else at immediate risk.

- 8.8. Emergency repairs will be responded to and **made safe within 24 hours**.
- 8.9. Where possible a full repair will be carried out, if this is not possible, we will arrange a new appointment at a time convenient for the customer.

Next Convenient Appointment

- 8.10. An appointable repair is a repair that can prevent immediate damage to the property and/ or overcome inconvenience to customers.
- 8.11. Appointable repairs will be carried out within **20 working days** from the time a repair is reported to the completion of the work, at the customer's convenience.
- 8.12. Appointable repairs will be available 8am to 4pm, Monday to Friday. In some circumstances, to suit the needs of our customers, appointments will be made available up to 6pm Monday to Friday and on a Saturday between 8am to 12pm. These appointments will be mutually agreed with our customers upon request.

Planned Repairs

- 8.13. There are some repairs that require specialist materials and/ or equipment and further time to complete, these will be categorised as planned repairs.
- 8.14. Planned repairs will be carried out within **40 working days**.
- 8.15. believe housing also carry out planned maintenance to properties as part of wider estate investment schemes. If a property is identified for improvement works, the customer will be notified, and works can be brought forward if required.

Major Repairs

- 8.16. Major repairs are works that include capital element replacements, multiple components or are complex in nature. Due to the extensive nature of these works further planning time is required.
- 8.17. Major repair work will be carried out within **60 working days**.
- 8.18. Examples of repairs that fall under each response category are listed in **Appendix C**.

9. Out of Hours Emergency Repairs

- 9.1. Emergency repairs are available outside of day-to-day operating hours for repairs that pose an immediate risk to people and/ or property.

10. Reporting Repairs

10.1. Customers can report repairs in a variety of ways at a time and place that suits them.

- i Appoint via the believe customer app and portal
- telephone
- email
- face to face

10.2. believe housing's aim is to arrange a convenient appointment at first contact with the customer and complete the repair, where possible, within one visit.

10.3. Access to the repairs service will be reviewed regularly ensuring commitment to future technologies and embracing new ways of working.

11. Appointment Timescales

11.1. believe housing offer a flexible appointment system for repairs (excluding emergencies which are carried out within 24 hours).

11.2. Modern technology will be utilised to keep customers up to date with the status of their repair from reporting until completion, including 'operative on route' notifications.

12. Individual Circumstances

12.1. believe housing appreciate and embrace the diversity of customers and there will be occasions where services will need to be tailored to accommodate individuals and their needs. Every attempt will be made to identify any individual circumstances at first point of contact to ensure reasonable adjustments can be made.

13. Inspections

Pre-inspections

13.1. A pre-inspection maybe required before a repair appointment can be arranged. This will include circumstances where the scope of the repair is unknown. Following the inspection, the repair will be diagnosed and planned within the appropriate timescales. Pre inspections will be carried out in person or via video call.

Post-inspections

13.2. To ensure believe housing are delivering a high-quality repairs service and committing to added value, a sample of completed repairs will be inspected regularly

14. No Access

- 14.1. In the event that believe housing are unable to gain access due to the customer not being home for a repair, the customer will be notified that the repair has been cancelled and to contact believe housing to raise another appointment.
- 14.2. Where a no access occurs and the repair is related to health and safety matters, compliance works, works for major repairs or materials have been ordered, the repair will stay open to allow time to make contact to rebook the repair.
- 14.3. believe housing will monitor no accessed visits to ensure a property does not fall into disrepair.

15. Rechargeable Repairs

- 15.1. Damage that has been caused by a customer, their family members or visitors to a property, maybe rechargeable. A rechargeable repair is defined as, '*repairs that are above and beyond normal wear and tear, and arise from abuse, accidental damage, neglect or deliberate and/or malicious damage*'.
- 15.2. Rechargeable repairs are underpinned by the tenancy agreement and the Rechargeable Repairs Policy which will enable believe housing to recover the costs resulting from customers who fail to meet their obligations.

16. Customer Home Improvements

- 16.1. Where customers have carried out alterations or improvements to a property and written permission has been sought, believe housing will not be responsible for carrying out repairs unless this has been previously agreed and in writing.

17. High Levels of Repairs

- 17.1. Where a customer has reported a high level of repairs over a set period of time, an inspection will be carried out to the property to determine the cause of the repairs. The inspection will identify whether further repairs can be raised.

18. Leaseholders

- 18.1. Leaseholders should refer to their leasehold agreements for details of their repairs and maintenance responsibilities.

19. Cyclical Maintenance

- 19.1. believe housing have statutory obligations to carry out compliance related safety checks.

Gas & Solid Fuel Servicing

19.2. Details can be found in the Gas and Solid Fuel Safety Policy and Procedural documents.

Electrical Periodic Testing

19.3. Details can be found in the Electrical Safety Policy and Procedural Documents.

20. Performance & Customer Satisfaction

20.1. believe housing will collate and monitor performance information in relation to repairs strategic key performance indicators.

20.2. Customer satisfaction testing will be conducted regularly and independently on a random selection of completed repairs.

20.3. Feedback and analysis will be used to identify trends and to continuously improve service delivery.

21. Monitoring and Review

21.1. This policy will be reviewed every three years unless there is a significant incident, important change in circumstances or legislation which would warrant a review being carried out at an earlier date.

22. Links to other Policies and Procedures

22.1. This document should also be read in conjunction with:

- Aids and adaptations policy
- Customer Home Improvement Policy
- Asbestos Management Policy
- Water Hygiene Policy
- Fire Management Policy
- Complaints, Compensation and Compliments Policy
- Gas and Solid Fuel Safety Policy & Procedures
- Electrical Safety Policy & Procedures
- Leasehold Management Policy
- Disrepair Procedure
- Rechargeable Repair Policy
- Voids Procedure

23. Appendices

Appendix A – Service Standards

Appendix B – Repair Responsibilities

Appendix C – Repair Categories & Examples

Appendix A – Service Standards

Repairs and maintenance	believe housing	Customers
	<ul style="list-style-type: none"> ✓ Provide you with a convenient way to report your repair ✓ Offer flexible appointments to carry out your repair ✓ Be polite and respectful when carrying out work in your home ✓ Where possible, carry out your repair on the first visit ✓ Make you aware when we are unable to complete your repair at first visit and keep you updated on progress ✓ Undertake a regular programme of improvements and keep you informed of when this work will take place ✓ Ensure that our employees have the relevant up to date skills, safety equipment and training ✓ Ensure that our contract partners carry out work to the standards we expect 	<ul style="list-style-type: none"> ✓ Inform us of any repairs that need doing to your home ✓ Give our employees access to your property to carry out any necessary work, including your annual safety checks ✓ Treat our staff and contractors fairly, politely and with respect

Appendix B – Repair Responsibilities

BH – believe housing

C - customer

REPAIR	BH	C
EXTERNAL		
Communal areas including lifts and stairs maintenance		
Garages and outbuildings, if owned by us (excluding unauthorised alterations)		
Garden maintenance and clearance of rubbish		
Curtilage fencing, walls and gates erected by us or with our permission		
Curtilage fencing, walls and gates erected by the customer, we will remove if it is presenting a health and safety risk		
Footpaths and hard standings within the curtilage		
Footpaths and hard standings installed by the customer		
Clothes lines and rotary driers installed by the customer		
External painting and decoration		
External masonry, cladding and rendering		
INTERNAL		
Doors and Windows		
Gaining entry to the property due to keys lost, lock-in and lock-out*		
Glazing and other damage due to misuse		
Outside doors, frames and thresholds		
Outside door locks and ironmongery		
Internal doors catches and handles		
Adjusting doors for new floor coverings		
Door entry systems		
Door vents repairs (the customer has the responsibility to keep vents clear to ensure permanent ventilation for heating appliances)		
Window frames and architraves, cills		
Window ironmongery and trickle vents		
Window blinds removing and adjusting		
Internal timber or UPVC window boards		

Additional window locks			
Security door chains			
Roofs and Canopies			
Aerials, satellite dishes, telephone equipment and all associated cabling			
Chimneys and chimney stacks and pots			
Roof structure and coverings			
Fascia, soffit and barge boards			
Guttering rainwater pipes and clips			
Concrete canopies over doors and windows			
Pipes and Drainage			
Soil vent pipes and clips			
Drain and gulley surrounds			
Drain grids			
Keeping gully grids clean			
Inspection chambers			
Clearing blocked drainage (not the water authority primary drainage)			
Walls			
Foundations and damp-proof course			
Core vents repairs (the customer has the responsibility to keep vents clear to ensure permanent ventilation for heating appliances)			
Major plaster work			
Minor plaster work such as small holes and minor imperfection in finish			
Decorative finishes - paint, panelling and artex (some artex may contain small traces of asbestos) customers must seek permission from us before removing artex finishes			
Wall tiling if provided by us (where tiles are replaced an exact match cannot be guaranteed)			
Wall tiling installed by the customer			
Skirting boards			
Decorative dado and picture rails installed by the customer			
Ceilings			
Major plaster work			
Minor plaster work such as small holes and minor imperfection in finish			
Decorative finishes - paint and artex (some artex may contain small traces of asbestos) customers must seek permission from us before removing artex finishes			
Decorative plaster coving			

Floors		
Timber floorboards and joists		
Concrete and screeds		
Vinyl flooring and floor tiles provided by us (where tiles are replaced an exact match cannot be guaranteed)		
Flooring in communal areas		
Floor covering and carpets (not in communal areas)		
Staircases		
Treads, risers, banisters, spindles and handrails		
Additional handrails and brackets		
Bathroom		
Bath panels		
Wooden airing cupboard shelving slats		
Internal pipe boxing (if provided by us)		
Sink unit		
Wash hand basin		
Bath/ shower tray		
Showers		
Seals to bath/ sink		
Toilet seat and lid		
Shower curtain		
Kitchens		
Kitchen cupboards		
Cupboard drawers and doors		
Cupboard handles, catches and hinges		
Worktops		
Any damage to the above caused by misuse		
Plumbing		
Water service pipes from internal stop tap, overflow pipes and water tanks		
Blocked sink, bath and wash hand basin waste pipes		
Blocked toilets		
Taps, stop tap and wheel valves		
Toilet flushing system		
Plugs and chains		
Bleeding air from radiators		
Removing and replacing of radiators for decoration		

Repairs to plumbing due to misuse, decorating, carpet fitting etc			
Gas Services			
Gas meter and supply of gas			
Gas pipework			
Gas boilers			
Gas fires			
Radiators, valves, time clocks and thermostats			
Gas cooker disconnection and reconnection			
Electrics			
Electric meter and supply of electric			
Electric consumer unit and trip switches			
Electrical wiring, sockets and light fittings			
External light fittings (if installed by us)			
Wired- in smoke and carbon monoxide alarms			
Standard light bulbs (except communal areas)			
Sealed lights and fluorescent tubes found in kitchens and bathrooms			
Electric storage heaters (if installed by us)			
Electric focal point fires (if installed by us)			
Immersion heaters			
Extractor fans			
Heat recovery units/ air-source heating and PV installations			
Electrical appliances, plugs and fuses			
Smoke and carbon monoxide alarms			
Electric cooker disconnection and reconnection			
Solid Fuel Appliances			
General cleaning of appliances de-ashing and cleaning of throat plate			
Repair of component parts inclusive of two services per year			
Energy efficiency			
Draught proofing			
Loft Insulation			
Adaptations			
Adaptations as a result of recommendations made by social services			

*believe housing can carry out this repair at a cost (rechargeable repair)

Appendix C – Repair Categories & Examples

Remote Repairs

- No heating/ hot water
- Tripped electrics
- Assistance for minor repairs i.e. bleeding radiators, filling minor holes and cracks in plaster

Emergency Repairs

- Total loss of water supply
- Total loss of heating (between 1st October – 31st March)
- Dangerous structures including wall or ceiling collapse
- Unsecure doors and windows

Next Convenient Appointment

- Blocked gullies, sinks, plumbing leaks
- Partial loss of electricity
- Partial loss of heating or water

Planned Repairs

- Repairing internal joinery including cupboards, shelving, skirting, bath panels.
- Cleaning out and/or repairing defects to gutters and rainwater pipes
- Fencing repairs

Major Repairs

- Damp proof course (DPC) work
- Capital component renewals e.g. kitchen, bathroom
- Complex works i.e. full floor renewals
- Structural works (non emergency)