

repairs and maintenance policy statement

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believe
housing

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section 1

policy statement

- 1.1. believe housing is 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.

section 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:

Aims

- To deliver a great, consistent 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

- 2.3. The policy is designed to meet the following objectives

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
- 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

section 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 alterations and void repairs which will have their own policies.

section 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 Operations Managers 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.

section 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
 - The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
 - 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

section 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.

section 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 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.

section 8

repair categories

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

Emergency Repairs

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

8.3. Emergency repairs will be responded to and made safe within 24 hours. 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

8.4. An appointable repair is a repair that can prevent immediate damage to the property and/ or overcome inconvenience to customers.

8.5. 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.

Planned Repairs

8.6. There are some repairs that require specialist materials and/ or equipment and further time to complete. They can also consist of a replacement rather than a repair of a component.

8.7. Planned repairs will be carried out within 40 working days.

8.8. 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.

8.9. Examples of repairs that fall under each response category are listed in Appendix C.

section 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.

section 10

reporting repairs

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

- appointment via the believe customer app
- telephone
- email
- face to face
- website

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.

section 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.

section 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.

section 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.

Post-inspections

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

section 14

no access

- 14.1. In the event that believe housing is 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 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.

section 15

rechargeable repairs

- 15.1. Damage that has been caused by a customer, their family members or visitors to a property, may be 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 which will enable believe housing to recover the costs resulting from customers who fail to meet their obligations.

section 16

customer led alterations

- 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.

section 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 should be raised.

section 18

leaseholders

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

section 19

commercial properties

- 19.1. Customers of commercial properties owned and/or managed by believe housing should refer to their contractual and/or tenancy agreement for details of their repairs and maintenance responsibilities.

section 20

cyclical maintenance

- 20.1. believe housing have statutory obligations to carry out compliance related safety checks.
- 20.2. All properties that contain gas appliances will be serviced on an annual basis and properties containing solid fuel appliances will be serviced every six months.

Electrical Periodic Testing

- 20.3. Every five years a full electrical safety test will be undertaken to all properties.

section 21

performance & customer satisfaction

- 21.1. believe housing will collate and monitor performance information in relation to repairs strategic key performance indicators.
- 21.2. Customer satisfaction testing will be conducted regularly on a random selection of completed repairs.
- 21.3. Feedback and analysis will be used to identify trends and to continuously improve service delivery.

section 22

monitoring and review

- 22.1. 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.

section 23

links to other policies and procedures

- 23.1. This document should also be read in conjunction with:
 - Aids and Adaptations Policy
 - Customer Led Alterations Policy
 - Asbestos Management Policy
 - Legionella Policy
 - Fire Management Policy
 - Complaints, Compensation and Compliments Policy
 - Gas, Solid Fuel and Electrical Safety Policy
 - Leasehold Management Policy

section 24 appendices

Appendix A – Service Standards

repairs and maintenance	
believe housing	customers
Provide you with a convenient way to report your repair	Inform us of any repairs that need doing to your home
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	Give our employees access to your property to carry out any necessary work, including your annual safety checks
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	

section 24

appendices

Appendix B – Repair Responsibilities

bh – believe housing c - customer

repair		
external	bh	c
Communal areas including lifts and stairs maintenance	■	■
Garages and outbuildings, if owned by us (excluding unauthorised alterations)	■	■
Curtilage fencing, walls and gates erected by us or with our permission	■	■
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	bh	c
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	■	■

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Appendix B – Repair Responsibilities

bh – believe housing c - customer

roofs and canopies	bh	c
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	bh	c
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	bh	c
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		

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Appendix B – Repair Responsibilities

bh – believe housing c - customer

ceilings	bh	c
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	bh	c
Timber floor boards 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	bh	c
Treads, risers, banisters, spindles and handrails		
Additional handrails and brackets		

bathroom	bh	c
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		

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Appendix B – Repair Responsibilities

bh – believe housing c - customer

kitchens	bh	c
Kitchen cupboards		
Cupboard drawers and doors		
Cupboard handles, catches and hinges		
Worktops		
Any damage to the above caused by misuse		

plumbing	bh	c
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		
Floor covering and carpets (not in communal areas)		

gas services	bh	c
Gas meter and supply of gas		
Gas pipework		
Gas boilers		
Gas fires		
Radiators, valves, time clocks and thermostats		
Gas cooker disconnection and reconnection		

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Appendix B – Repair Responsibilities

bh – believe housing c - customer

electrics	bh	c
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 recover 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	bh	c
General cleaning of appliances de-ashing and cleaning of throat plate		
Repair of component parts inclusive of two services per year		

energy efficiency	bh	c
Draught proofing		
Loft Insulation		

adaptations	bh	c
Adaptations as a result of recommendations made by social services		

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

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Appendix C – Repair Categories & Examples

Emergency repairs

- Total loss of water supply
- Total loss of heating (between 1st November – 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

