

<b>Title</b>	<b>Repairs Policy</b>
<b>Document Owner</b>	Director of Home Maintenance Services
<b>Next Review Date</b>	March 2019
<b>Corporate Aim</b>	Create great neighbourhoods where people and communities flourish

## 1. POLICY PURPOSE AND AIMS

- 1.1 whg is committed to creating great neighbourhoods where people and communities flourish. We will provide a quality Home Maintenance Service which delights our customers and creates pride in communities.
- 1.2 We will deliver an efficient Home Maintenance Service that meets the needs of our customers and is sensitive to the diversity of our communities.
- 1.3 We will protect the value of our housing stock and ensure that the service delivers value for money as well as customer excellence.

## 2. OUR POLICY

- 2.1 whg offers a wide range of ways in which customers can report repairs. Repairs can be reported at any time via our website, by email or by telephone. Repairs can also be reported in person at either of whg's offices during normal office hours. All contact will be logged on whg's information management systems to enable colleagues to provide the most effective resolutions at the first point of contact.
- 2.2 We will diagnose repairs as they are reported to us and prioritise repairs according to the following categories:
  - Emergency  
These are repairs which pose an immediate risk to safety, security or health. We respond to emergencies 24 hours a day every day of the year. A colleague will attend within three hours and will make safe within 24 hours.
  - Urgent  
These are repairs which cause serious inconvenience. We will make an appointment and complete the repair within three working days.

- Routine  
These are day to day repairs which do not cause immediate inconvenience. We will make an appointment and complete the repair within a maximum of one month.
  - Programmed  
These are repairs which can be scheduled for a later date and carried out with other similar repairs in the area. We will make an appointment and complete the repair within three months.
- 2.3 When prioritising repairs colleagues will take account of the vulnerability of the customer and whether their specific needs increase the urgency of the repair. These categories are set out in the Customer Repairs Handbook.
- 2.4 Sometimes it will be necessary to arrange for a diagnostic appointment to take place before works can be ordered, for example if the repair cannot be clearly defined by the customer. The diagnostic appointment will be offered and any follow up appointments will be ordered in line with the categories above.
- 2.5 Individually agreed appointments will be made with customers for all home repairs. The customer will be advised of the relevant response time and offered a suitable appointment. Appointments will not be given for communal area repairs.
- 2.6 We will aim to meet all the appointments we make and complete repairs right first visit. We will diagnose repairs to identify the urgency and ensure we send the correct colleague to complete the job with the right materials and tools. Where possible we will combine similar repairs into one single appointment. Whilst we aim to minimise the need for follow up visits these are sometimes necessary due to the type of works involved or material required.
- 2.7 Colleagues will be polite and sensitive to the needs of customers. They will explain the nature of the work they are undertaking to the customer and advise of any unavoidable delays. All colleagues will carry identification and wear a corporate uniform. Some repairs will however be carried out by specialist contractors where appropriate. Customers can verify the identity of any colleague attending their home through our contact centre. More detailed information on our service standards is available on request or via our website.
- 2.8 whg will repair or replace a fixture, fitting or appliance for which it has responsibility if found to be defective. The decision whether to repair or replace will be at whg's discretion. All works will be completed to the highest possible standard whilst achieving value for money, protecting the environment and meeting statutory obligations. Where appropriate this may mean works are carried out via our investment and improvement programme.

- 2.9 Guidance on which repairs whg is responsible for and those that are the responsibility of customers is available on our website and in printed format on request. The Rechargeable Repairs Policy sets out how whg manages repairs that customers are responsible for as a result of negligence or deliberate acts of damage.
- 2.10 We will not carry out repairs for leaseholders where the terms of the lease state that these repairs are the responsibility of the leaseholder. We may offer chargeable gas servicing and other repairs subject to agreement.

### **3. PERFORMANCE MEASURES AND TARGETS**

- 3.1 We will benchmark our performance and customer satisfaction levels with peers via Housemark and set annual targets for improvement.
- 3.2 Customers will be involved in monitoring repairs performance through the Customer Insight Hub.
- 3.2 Performance against targets will be reported monthly to the Group Executive and quarterly to both the Group Executive and Board. The following key performance indicators are measured and reported on at Customer Services Committee:
- Dwellings with a gas safety check (%)
  - Compliance with gas regulations (%)
  - Repairs right first visit (%)
  - Void rent loss (%)
  - Average days to complete a repair
  - Satisfaction with repairs delivered (%)
  - % Budget spent

### **4. MONITORING AND REVIEW**

- 4.1 This Policy will be reviewed every three years or sooner if there is a significant legislative or regulatory change.

### **5. ASSOCIATED DOCUMENTS AND POLICIES**

- 5.1 whg policies and strategies:

Asset Strategy  
Great Homes and Neighbourhood Standard  
Cyclical Repair/Maintenance Policy  
Recharge Policy  
Aids and Adaptations Policy

Data Protection Policy  
Health and Safety Policy  
Asbestos Policy  
Environmental Policy  
Tenancy Agreement  
whg Website  
Repairs Handbook

5.2 Legislation, national policy and guidance:

Landlord and Tenant Act 1985 (as amended)  
HCA Home Standard 2012  
Decent Homes Standard  
European Union Directive 2002/91/EC  
Housing Act 2004  
The Energy Performance of Buildings (Certificates and Inspections)  
(England and Wales) Regulations 2007  
Gas Safety (installations and use) regulations 1998  
Electricity at work regulations 1989  
BS-7671: 2008 (wiring regulations)  
ISO-14001 Environmental Management System