

Repairs Policy

1.0 SCOPE

Purpose

- 1.1. This document sets out whg's commitment to deliver high quality homes and services for our customers and ensure we keep our homes in great condition.
- 1.2. We will protect the value of our housing stock and ensure that the service delivers value for money as well as customer excellence.
- 1.3. We will deliver an efficient Home Maintenance Service that meets the needs of our customers.

Legal and regulatory framework

- 1.4 As the landlord under section 11 of the Landlord and Tenant Act 1985, we will keep in repair the structure and exterior of the dwelling house and keep in repair and proper working order the installations in the dwelling house for the supply of water, gas, electricity, sanitation, space heating, and heating water.
- 1.5 The Corporate Director of Business Strategy and Assets is the 'responsible person' at whg for ensuring compliance with statutory obligations.
- 1.6 The Governance and Financial Viability Standard of the Regulator of Social Housing (RSH) states that Registered Providers, like whg, shall 'adhere to all relevant law'.
- 1.7 The RSH's Home Standard requires Registered Providers to provide a cost effective repairs and maintenance service, meeting all applicable statutory requirements for the health and safety of the occupants in their homes.
- 1.8 Registered Providers are subject to regulatory intervention and enforcement action if found to have caused 'harm or potential harm that may be caused to tenants by a breach of standards', known as 'serious detriment'.

2.0 POLICY STATEMENT

- 2.1. 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 to make safe and will try to complete the full repair 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.

- 2.2. whg offers a wide range of ways in which customers can report repairs. Repairs can be reported at anytime via our website, our portal, 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 so that a clear audit trail is available.
- 2.3 Sometimes it will be necessary to arrange for a diagnostic appointment to take place before works can be ordered for example if the scope of the repair cannot be clearly defined. The diagnostic appointment will be offered and any follow up appointments will be ordered in line with the Policy in section 2.1.
- 2.4 Individually agreed appointments will be made with customers for all home repairs but appointments will not be given for communal area repairs. The customer will be advised of the relevant response time and offered the next suitable appointment to undertake the home repair.
- 2.5 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/contractor to complete the job with the right materials and tools. Whilst we aim to minimise the need for follow up visits, however these are sometimes necessary due to the type of works involved or materials required.
- 2.6 whg colleagues/contractors 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 trade colleagues/contractors will wear corporate uniforms, carry and show verifiable identification. More

detailed information on our service standards is available on request or via our website.

- 2.7 We will only carry out repairs that are our responsibility. Guidance on which repairs whg is responsible for and those that are the responsibility of customers is set out in our repairs guide. The Recharge Repairs Policy sets out how whg manages repairs that customers are responsible for as a result of negligence or deliberate acts of damage.
- 2.8 We will not carry out repairs for leaseholders or shared ownership, unless the terms of the lease state it is our responsibility; such as the fabric of the building and communal areas.
- 2.9 As part of whg's corporate growth aspiration, advanced / modern methods of construction options are continually explored with an option to implement. We will therefore ensure that the delivery of repairs and maintenance services will meet and commensurate the construction type of the property.
- 2.10 whg's corporate growth aspiration has seen it move from being a local based registered provider to a regional organisation, with a broader offer that operates across a wider geographical area. We will therefore ensure that the delivery of repairs and maintenance services to all our customers is applied consistently, regardless of their property location.

3.0 PERFORMANCE MEASURES

- 3.1. We will benchmark our performance and customer satisfaction levels with peers via HouseMark and set annual targets for improvement.
- 3.2 The Customer Experience Committee will be monitoring repairs performance on a quarterly basis.
- 3.3 Performance against targets will be reported monthly to the Group Executive and quarterly to the Board. The following Key Performance Indicators are measured and reported on:
 - Dwellings with a gas safety check (%)
 - Compliance with gas regulations
 - Repairs right first visit (%) (operational only)
 - Void rent loss (%)
 - Average days to complete a repair (operational only)
 - Satisfaction with repairs (%)
 - % Budget spent (Management Accounts)
 - Appointments made and kept (%)

4.0 TRAINING AND DISSEMINATION

- 4.1. Current processes ensure the delivery of the repairs and maintenance services outlined in the policy are disseminated to appropriate colleagues. We also incorporate policy awareness and training within induction sessions with new starters.

5.0 MONITOR AND REVIEW

- 5.1. This Policy will be monitored by the Director of Home Maintenance Service and reviewed every three years or sooner if there is a significant legislative or regulatory change, the policy will be reviewed by the Policy Group and approved by the Group Executive.

6.0 ASSOCIATED DOCUMENTS, POLICIES AND PROCEDURES

- 6.1. whg policies and strategies

- Asset Management Strategy
- Recharge Policy
- Aids and Adaptation Policy
- Data Protection Policy
- Health and Safety Policy
- Asbestos Policy
- Environmental Policy
- Tenancy Agreement
- Gas Safety Policy
- Fire Risk Assessment Policy

- 6.2. Legislation, national policy and guidance

- Landlord and Tenant Act 1985 (as amended)
- RSH Home Standard
- Decent Homes Standard
- Housing Act 2004
- The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007
- Gas Safety (installations and use) regulations 1998, amended 2018
- Electricity at Work Regulations 1989
- BS-7671: 2019 (wiring regulations)
- ISO-14001 Environmental Management System
- Health and Safety at Work Act 1974
- Water Regulations 1999
- Homes (Fitness for Human Habitation) Act 2018

Document author	Fran Sargeant, Repairs Manager
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Legal advice	None
Consultation	None required, only minor amendments made to existing Policy, none of changes impact on customers.
Approved by	GEXEC July 2019
Review Date	January 2023
Corporate Plan aim	<ul style="list-style-type: none">• Deliver high quality homes and services for our customers
Equality analysis	None required
Key changes made	<ul style="list-style-type: none">• “Homes (Fitness for Human Habitation) Act 2018” added under 5.2.• Advanced/modern methods of construction details.• Regional delivery expectations.