

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 good 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	Both under the terms of our tenancies and under section 11 of the Landlord and Tenant Act 1985, we have an obligation to "keep in repair the structure and exterior of the dwelling and keep in repair and in proper working order the installations in the dwelling for the supply of water, gas, electricity, sanitation, space heating and heating water.
1.5	Under the Homes (Fitness for Human Habitation) Act 2018 we also have an obligation to ensure that our homes are "fit for human habitation" at the start of the tenancy and remain that way. Our homes must be safe, healthy and free from things that could cause serious harm.
1.6	These two provisions mean that where we are aware of a home that is "in disrepair", or which is not fit for human habitation, we have a legal obligation to address the problem.
1.7	We may become aware of a problem because a customer reports it, or because a whg colleague sees it or knows about it during an inspection, or where we have simply had an opportunity to discover the problem (for example, during an unrelated appointment at the customer's home).
1.8	Once we know that there is a problem with a customer's home, we are under a duty to rectify it within a "reasonable time". How long is reasonable will depend on the nature and severity of the problem. For example, a home that is dangerous must be fixed straight away; where a home requires a new roof,

	it might be reasonable to carry out a temporary repair if the roof is on a program for replacement.
1.9	Where whg has failed to meet its contractual or statutory obligations, the customer may have a legal right to recompense. This can be best managed by the customer raising a formal complaint with whg's complaints team but may also arise where the customer commences a formal legal claim against whg.
1.10	The Corporate Director of Business Strategy and Assets is the 'responsible person' at whg for ensuring compliance with statutory obligations.
1.11	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'.
1.12	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.
1.13	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	<p>We will diagnose repairs as they are reported to us and prioritise repairs according to the following categories.</p> <ul style="list-style-type: none"> <u>Emergency</u> 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 the same day of the report to make safe and will try to complete the full repair within 24 hours. Where this isn't possible, the repair will be attended to within one of the following categories and timescales. <u>Urgent</u> These are repairs which cause serious inconvenience. We will make an appointment and complete the repair within three working days. <u>Routine</u> 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 45 days.

	<ul style="list-style-type: none"> • <u>Programmed</u> 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 for an inspection, if required, within one month and complete the respective repair/s within 90 days.
2.2	whg offers a wide range of ways in which customers can report repairs. Repairs can be reported via our website, our portal, email or by telephone. Repairs can also be reported in person at our whg 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	We operate an emergency only, out of hours repairs service that pose an immediate risk to safety, security or health. We will attend the same day as the report to make safe and will try to complete the full repair within 24 hours. Where this isn't possible, the repair will be attended to within one of the categories and timescales indicated above.
2.4	Sometimes it will be necessary to arrange for a diagnostic appointment to take place before works can be arranged, 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.
2.5	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.
2.6	We will aim to meet all the appointments we make, and complete repairs right on the 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 minimize the need for follow up visits, however these are sometimes necessary due to the type of works involved, or materials required.
2.7	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 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.
2.8	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. In addition to this, whg may recharge customers who falsely report a repair as an emergency, this will include both normal working hours and during the out of hours service.
2.9	In the event of a no-access repair, where whg trades colleagues/ contractors are unable to access the property, to carry out the necessary repairs, whg will cancel the appointment and the customer will be expected to make contact to arrange another appointment or book another appointment via remote provision. This will be subject to change; if whg feels the repair is of an urgent nature, or the customer is elderly and/or vulnerable.
2.10	We will only carry out repairs for leaseholders and shared ownership, when the terms of the lease state it is our responsibility; such as the fabric of the building and communal areas.
2.10.1	There may, however, be instances where a 'shared ownership' lease contains a repairs obligation for whg. In this instance we may either take full ownership of completing the repair or the ownership to arrange. The repair could be undertaken independently by the customer and whg may look to reimburse the cost; as long as the repair, cost and contractor meet the relevant eligibility. This decision will be made by whg on which procedure to administer. The details of these arrangements will be contained in the individual lease, supporting shared ownership guidance and specific Shared Ownership Policies.
2.11	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 the construction type of the property.
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 Service Oversight Committee (CSOC) will be monitoring repairs performance on a quarterly basis.

3.3	<p>Performance against targets will be reported monthly to the Group Executive and quarterly to CSOC and Board. The following Key Performance Indicators are measured and reported on.</p> <ul style="list-style-type: none"> • Homes with a gas safety check (%) • Compliance with gas regulations • Homes with Electrical Condition Inspection reports (ECIR) (%) • Void rent loss (%) • Average days to complete a repair • Satisfaction with repairs (%) • % Budget spent (Management Accounts) • Appointments made and kept (%) • Repairs completed within timescales (%)
4.0	EQUALITY AND DIVERSITY
4.1	An Equality Impact Assessment (EID) has been undertaken, due to the impact to customers. We ascertained that there were no major factors that required any actions.
5.0	TRAINING AND DISSEMINATION
5.1.	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.
6.0	MONITOR AND REVIEW
6.1	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.
7.0	ASSOCIATED DOCUMENTS, POLICIES AND PROCEDURES

7.1	<p>whg policies and strategies</p> <ul style="list-style-type: none"> • 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 • Electrical Safety Policy • Fire Risk Assessment Policy
7.2	<p>Legislation, national policy and guidance</p> <ul style="list-style-type: none"> • 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 • 'Looking after your home' - Repairs and maintenance guide

Document author	Repairs Team Leader
Document owner	Director of Home Maintenance Service
Legal advice	None
Consultation	Yes, due to the amendments that will directly impact customers.
Approved by	GEXEC April 2022 and amendments March 2023 and Policy Group July 2023.
Review Date	April 2024
Corporate Plan aim	<ul style="list-style-type: none"> • Deliver high quality homes and services for our customers
Equality analysis	Yes, Equality Impact assessment (EIA) completed.

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. • Response times update – 2.1 • Recharge for falsely reported emergency work 2.7 • Cancellation process updated 2.8 • March 2023 – Programmed Repairs Category: - Amendment:- 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 for an inspection, if required, within one month and complete the respective repair/s within 90 days. <p>July 2023 changes: -</p> <p>2.1 Emergency</p> <p>May 2023 - A colleague will attend the same day of the report to make safe and will try to complete the full repair within 24 hours. Where this isn't possible, the repair will be attended to within one of the following categories and timescales.</p> <p>3.2</p> <p>The Customer Service Oversight Committee (CSOC) will be monitoring repairs performance on a quarterly basis.</p> <p>3.3</p> <p>Repairs completed within timescales (%)</p>
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