

## REPAIRS POLICY

|                            |                             |                     |                        |
|----------------------------|-----------------------------|---------------------|------------------------|
| Date Reviewed              | April 2020                  | Next Review Date    | May 2021               |
| Reviewed By                | Head of Assets & Investment | Approval By         | BCHG Board             |
| Equality Impact Assessment | N/A                         | Responsible Officer | Deputy Chief Executive |

### 1. Purpose

This Policy is designed to outline the Group's service delivery in terms of repairs, maintenance and planned maintenance to its properties.

### 2. Scope

The scope of this policy covers;

- Day to day repairs
- Empty property works
- Cyclical Maintenance
- Servicing work
- Planned maintenance

It cover services for tenants of BCHG and for the communal parts of shared ownership properties. It does not cover care homes or shared owners areas of responsibility.

### 3. Related Policies and other Documents

The following documents should be read in conjunction with this policy;

- Procurement Strategy
- Procurement Policy & Procedure
- Gas Safety & Servicing Policy
- Fire Safety Policy
- Legionella Policy
- Electrical Safety Policy
- Strategic Plan 2017-2020
- Asset Management Strategy 2018-2020
- Financial Regulations
- Value for Money Strategy
- Risk Management Strategy
- Complaints Policy and Procedure
- Equality and Diversity Strategy & Policy
- Void Management Procedure
- BCHG Lettable Standard

#### **4. Policy Objectives**

The Great Homes strategic objective for the Group is to deliver a deliver quality, high-performing digitally enhanced services, and safe and secure homes. We recognise that the maintenance service fundamentally affects the quality of life of our residents and licensees.

This policy is designed to ensure that;

- BCHG provides a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time
- BCHG meets all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

In delivering this objective BCHG will ensure that:

- Day to day repairs are carried out promptly and efficiently to the satisfaction of the Group and its tenants and meets performance targets.
- The housing stock is maintained to Decent Homes Standard as a minimum, providing a good standard of accommodation whilst protecting the asset value, through programmes of preventative and planned work.
- The housing stock is compliant with the Homes (Fitness for Human Habitation) Act 2018, ensuring properties are free from hazards from which a risk of harm may arise to the health or safety of the tenant or another occupier of the property. This requirement applies from the outset and for the duration of the tenancy.
- Financial provision is made for the replacement of structural items and fixtures and fittings, as they fall due within the life of the building.
- Consultation takes place with tenants on the maintenance service.
- Opportunities for energy efficiency improvements are maximised.
- The maintenance service is sensitive to vulnerable people and those with specific needs.
- Full compliance with legislation and good practice is maintained.

#### **5. Equality and Diversity**

The maintenance service will operate at all times within the terms of the Equality and Diversity Strategy and Policy.

#### **6. Workstreams**

This policy outlines BCHG's responsibilities under the following workstreams;

##### **Day to day repairs**

The Group is responsible for maintaining the structure and exterior, internal fixtures and fittings, water, drainage, gas and electrical systems and paving and relevant boundaries to all the properties that it owns.

These responsibilities may be carried out directly by the Group or delegated, under a written agreement, to a third party e.g. where a site is leased to another organisation.

For properties managed, but not owned by the Group, a written agreement will be in place to define the responsibilities of parties.

Tenants are responsible for internal decoration and cleanliness, maintaining their own gardens, repairs to fixtures and fittings owned by them, damage caused by wilful neglect and a number of minor repair items. Tenants are also responsible for ensuring adequate household contents insurance cover at their own expense to cover any damage to customers own belongings and furnishings.

When carrying out day-to-day repairs, BCHG will reinstate the item or component to the 'as-built' standards where this is reasonably possible. Where a repair is not possible, items and components will be replaced on a like for like basis, where this is practicable. The standard of any replacement materials, fittings or components will be at least the equivalent of those replaced, however colours may not fully match aged items.

Day to day repairs fall into 2 main categories – Emergency and Appointed as follows;

- Emergency repairs - An emergency repair can be classified as one that presents an immediate danger to the resident, the public, BCHG Property, or would jeopardise the health, safety or security of the resident and should be attended, with repairs completed within 24 hours, which may include temporary repairs, or works to make safe with a further repair completed subsequently.
- Appointed repairs – Works of a non-emergency nature, delivered at a time conveniently tailored to the resident. These will be delivered using a blend of same day repair completions, alongside appointments booked for a future date agreed with residents.

On occasions where the work is of non-essential nature, the Group may decide to defer action under day-to-day repairs and incorporate within a planned or cyclical work programme.

The Head of Assets & Investment may vary the criteria in times of national emergency, such as severe or extreme weather as defined by the Met Office, or the COVID-19 pandemic as advised by HM Government. In these circumstances, BCHG may decide to deliver repairs services of an emergency nature, thereby releasing resources to focus on delivering services to those most at risk.

We will continue to log and respond to any repair requests when the situation improves, however this may take longer than normal to complete non-emergency repairs.

The Head of Assets & Investment may also vary the criteria to respond more quickly, where vulnerable people are at risk or likely to suffer particular problems or inconvenience. This may include residents who are being shielded for 12-weeks as advised by HM Government, or key workers in the NHS for Care Services.

### **Work to empty homes (voids)**

Works to empty homes are to be completed to the agreed letting standard within the timescales prescribed in the contract, which are 5, 10 or 20 working day completions.

Procedures for void management are detailed within the void procedure.

### **External cyclical works**

External painting will be carried out on a six-year rolling programme. Tenants will be consulted on colour choice. In developing the cyclical painting programme, the Group will ensure, as far as it is reasonable, that roughly equal numbers of properties are painted each year in a geographically close area.

All properties in the programme will be inspected prior to start and repairs to external joinery, guttering, fencing etc. will be included in the programme. External painting will normally be carried out between April and September.

Painting of internal communal areas to flats will be treated in a similar manner. Work will normally be carried out during the period October to March. Internal communal areas to sheltered and other specialised accommodation may be painted on a more regular basis, normally once every three years.

### **Service contracts**

All gas, mechanical and other installations for which BCHG is responsible will be tested and serviced annually unless stated in legislation, regulation or BCHG Policy.

Contracts for garden maintenance, window cleaning and communal cleaning will be arranged to an agreed specification. Consultation and monitoring will take place at appropriate intervals but at least annually as part of service charge reviews.

### **Planned Maintenance**

A 30-year programme of planned maintenance will be in place as indicated in the Asset Management Strategy, with the programme updated annually.

The priority for the delivery of the planned programme is based on meeting legal requirements of Decent Homes that identify the need to provide safe, warm and modern homes.

## **7. Selection of Contractors**

Works are to be procured in line with the Group's Procurement Policy and procedures.

## **8. Monitoring and reporting**

Performance Indicators will be reported as follows;

- Monthly Key Performance Indicators (KPI's) to Executive Team with updates to each Board of Management
- Responsive Maintenance Report to Partnership Board quarterly
- Quarterly FLAGEL Reports to Executive Team and Group Audit Committee.
- Asset management updates to Executive Team quarterly

## **9. Consultation and information to tenants**

In all cases where major repairs or planned and cyclical maintenance are proposed, tenants will be consulted in advance. The consultation will explain, in non-technical terms what work is proposed, when it will be carried out, when it will start, how long it is expected to take, which

contractor will be doing the work, whom to contact in case of problems and complaints.

In the case of work that requires the tenant to move out temporarily, or work which involves significant disturbance (new damp course, rewiring, etc.) home visits will be carried out to explain what is involved and to give tenants an opportunity to ask questions. Where it is necessary for the tenant to move out temporarily, the Group will give reasonable notice, cover reasonable costs and arrange suitable alternative accommodation.

Where work entails changes to the layout or design of the property, such as a kitchen replacement, the views of tenants on the proposed changes will be sought at an early stage. This consultation should include opportunities for tenants to inspect plans, to view samples of new fittings and finishes, and to have access to appropriate technical advice on the options available.

Tenants will be given a reasonable choice of colours and fittings and design options, except where this would entail significant extra expense for the group, or where difficulties would be encountered in obtaining replacements in the future, or where the value of the property to the Group and future tenants would be reduced.

Satisfaction with the service will be monitored and all complaint full investigated in line with the Complaints Policy and procedure.