

SOUTH ROAD HOUSING CO-OPERATIVE

REPAIRS POLICY

Aims of our repairs policy

We aim to ensure the following through our repairs policy:

- a safe, secure and healthy living environment for our co-op members and people living with them
- a high quality, sensitive, responsive, efficient and cost effective repairs service
- enough money available in our budgets to pay for our responsive and planned/cyclical maintenance repairs
- effective monitoring and review of our repairs service delivery
- all Co-op properties meet the Decent Homes Standard
- meeting our legal and contractual repairs obligations

I Repairs responsibilities

1.1 South Road Housing is responsible for maintaining the following items:

- all exterior and structural maintenance of homes and communal areas including the roof, walls, floors, drains, gutters, external pipes, doors, windows, fencing and gates
- installations for the supply of water, gas and electricity, sanitation, heating (including central heating systems, gas fires, gas water heaters, immersion heaters, electric fires)
- external and communal hallway redecoration
- entryphone, security and fire-fighting or protection systems

1.2 South Road Housing will ensure that all repairs are carried out in a professional and safe manner ensuring no injury or damage is caused due to our negligence.

1.3 Co-op members are responsible for the following items:

- interior decoration unless a repair we have carried out has caused damage
- replacing light bulbs and lost keys. In an emergency situation, we will arrange access for the member, but will recharge the member for costs of lost keys, fobs and any necessary works
- any repairs caused by neglect or damage by the member, their family or guests
- keeping member's gardens clean and tidy
- draught exclusion

2 Prioritising responsive repairs

2.1 Responsive repairs are isolated repairs that are carried out “on demand” in response to requests from members. South Road Housing will prioritise repairs as either emergency, urgent or routine (see table below).

Definition	Examples	Target
Emergency repairs		
Repairs which put the health, safety or security of members or others at immediate risk or which affect the structure of the building adversely.	<ul style="list-style-type: none"> • electrical faults and dangerous electrical fittings • burst water supplies involving escaping water • sewage overflowing internally & blocked sewerage drains • blocked toilet, if there is only one toilet in the property, or if toilet is needed for a disabled person • total loss of water supply • no heating in winter • security risks to doors/windows 	24 hours (or sooner in some cases)
Urgent repairs		
Repairs which could affect health, safety or security of residents; damage the property; or which could severely inconvenience residents if not addressed urgently.	<ul style="list-style-type: none"> • leaking roofs • water penetration through doors/windows • partial loss of electrical outlets (lights or sockets) • no hot water • partial loss of water supply 	7 working days
Routine repairs		
Repairs that can be deferred without causing serious inconvenience to the member or someone else	<ul style="list-style-type: none"> • general building repairs • external works (eg. fences and gates) • easing doors or windows • repairs to floors/paths that are not hazardous 	28 working days

2.2 Carrying out an emergency repair will involve making the home safe and secure. Subsequent necessary repairs will be carried out according to the priority of works needed.

2.3 Members will be asked to report gas leaks or smell of gas fumes directly to CADENT immediately and will be assisted to do so if necessary.

- 2.4** Routine repairs may be delayed if specialist work is required (ie. erecting scaffolding) or deferred if they are intended to be part of a forthcoming planned, cyclical, refurbishment or improvement programme.
- 2.5** As part of the prioritisation process, South Road Housing will ask BCHS Accord to take account of whether the member or someone living with them has any particular needs that mean that the repair should be carried out more quickly than the designated timescale and whether the time of year means that the repair should have a higher or lower priority. High priority will also be given to repairs arising from harassment, domestic violence or offensive graffiti.

3 Planned and cyclical maintenance

- 3.1** South Road Housing will arrange a stock condition survey of a percentage (high enough to be indicative of stock condition in all homes) on a periodic basis – frequently enough to ensure that we are able to plan for ongoing planned maintenance of our homes. We will also use these surveys to ensure that our properties meet the Government’s Decent Homes Standard.
- 3.2** We will identify a lifespan for all major components in our properties and will consider replacing them at the end of this lifespan. Changes to lifespans for components will be agreed at a South Road General Meeting.
- 3.3** Our planned maintenance programme will include cyclical works such as external redecoration of properties and clearing of guttering.

4 Gas servicing

- 4.1** To comply with our legal obligations, South Road Housing will ensure that:
- a register of our properties with a gas supply is maintained with up to date gas service dates
 - a contract with a suitably qualified gas contractor is established and delivered to required standards
- 4.2** Members are required to allow access to have gas appliances serviced on an annual basis. We will take legal action where a member does not arrange access for their annual gas service.

5 Delivery of our repairs service

- 5.1** South Road Housing will periodically review the best way to provide a cost effective and high quality responsive repairs service.
- 5.2** South Road Housing will employ BCHS Accord to manage our responsive repairs service, our gas servicing programme, and to deliver our planned maintenance

programme. The service provided by BCHS Accord will be in accordance with this policy and will include:

- receiving repairs requests from South Road Co-op members
 - logging and prioritising repairs
 - maintaining and managing our approved contractor list
 - commissioning works to contractors
 - carrying out pre and post inspections as necessary
 - managing our gas servicing programme
 - delivering our planned and cyclical maintenance programme on the request of our committee
 - reporting on the repairs service to South Road Housing Management committee
 - meeting periodically with relevant elected officers to discuss delivery of our repairs service
- 5.3** South Road Housing repairs will be delivered by BCHS Accord in accordance with this policy and in accordance with BCHS Accord repairs procedures (South Road Housing repairs policy will take precedence in the event of any discrepancies between South Road policies and BCHS Accord procedures). South Road Housing and BCHS Accord will periodically review BCHS Accord repairs procedures.
- 5.4** South Road Housing will ask BCHS Accord to pre-inspect repairs where there is uncertainty regarding the works that need doing, or where there is a repeat request to carry out the same repair that had been carried out previously. BCHS Accord will ensure that it is aware of repeat repairs and where appropriate will ask the contractor who carried out the previous works to be recalled for no additional cost.
- 5.5** South Road Housing will ensure that our members can report repairs during working hours to a BCHS Accord phone number. BCHS Accord will ensure that contractors allocated to carry out the work ring the tenant in advance to arrange a suitable time for the repair to be carried out (if access to the home is required). AM or PM appointments will be arranged by the contractor with the member.
- 5.6** Co-op members must inform BCHS Accord if the contractor fails to attend a scheduled appointment or if the works ordered are not completed. BCHS Accord will assume that the work has been satisfactorily completed on the appointment date if the Co-op member makes no contact.
- 5.7** South Road Housing will nominate one or more of its committee members to act as the elected Repairs Officer. Their role will be:

- to oversee BCHS Accord delivery of the repairs service
- to attend periodic meetings with BCHS Accord representatives to discuss delivery of our repairs service
- to act as a point of contact for BCHS Accord regarding any issues that may need committee authorisation in between committee meetings
- to ensure that any items of significance regarding repairs are reported to the committee.

6 Contractors

- 6.1** South Road Housing will have a list of approved contractors to carry out responsive and other repairs. Through Bchs Accord, we will ensure that all contractors have relevant up to date qualifications and certification for work carried out, appropriate insurance certificates and tax status.
- 6.2** All contractors will be required to comply with South Road Housing equalities policy and service standards. Our Repairs Officer will review our approved contractor list with BCHS Accord on an annual basis – meeting with contractors as necessary.
- 6.3** BCHS Accord will allocate responsive repairs to contractors on our approved contractor list as follows:
- all gas repairs will be allocated to our agreed gas contractor
 - specialist works will be allocated to appropriate specialist contractors
 - electrical works will be allocated to qualified electrical contractors
 - general works will be allocated where possible equally amongst general contractors
- 6.4** South Road Housing will ensure that we provide a 24 hour emergency response service to deal with emergency repairs. We will provide our members with emergency phone numbers for approved contractors. We will require that the approved contractor providing our emergency repairs service is available on a 24 hour basis and will arrange any emergency repairs that are necessary.

7 DIY repairs

- 7.1** Co-op members may carry out small repairs themselves where it is safe for the member to carry out the repair. We will not allow members to carry out any repairs relating to gas, electricity or water supply to the home.
- 7.2** We will require that members who wish to carry out their own repairs notify BCHS Accord in advance. BCHS Accord will determine whether it is safe for the

member to carry out the repair. Members who carry out repairs themselves will be required to accept liability for any loss or damage caused by their negligence.

- 7.3** If a member carries out repairs without seeking authorisation through BCHS Accord, we may arrange inspections of the repair and charge the member for the cost of the inspection and any remedial works that may be necessary.

8 Monitoring our repairs service

- 8.1** Bchs Accord on behalf of South Road Housing will ensure that a tenant satisfaction survey is sent out to members for all responsive and planned maintenance repairs carried out. South Road will periodically review satisfaction statistics and feedback given by members in surveys.

- 8.2** Bchs Accord on behalf of South Road Housing will ensure that at least 10% of works carried out are inspected by a qualified person after completion. We will aim to ensure that any repairs where dissatisfaction has been expressed by a member are inspected. Results of post inspections will be reported to the committee.

- 8.3** BCHS Accord will provide a monthly report to South Road committee covering the following information for all responsive repairs:

- performance against target timescales
- explanations where targets have not been met
- performance as to whether the repair has been dealt with in one visit
- repeat repairs of the same job at the same home
- whether appointments have been kept by contractors
- investigations where dissatisfaction has been expressed
- name of contractor used for the work
- details of outstanding repairs where this information is available
- completion of annual gas services carried out, any services that are overdue and action taken to ensure compliance

- 8.4** BCHS Accord will produce a quarterly report on cumulative statistical trends in relation to performance against targets, satisfaction and whether repairs have been carried out at the first visit.

- 8.5** As part of our annual report to members, BCHS Accord will provide a summary of our repairs performance during the year that will include information on:

- how much money we have spent on repairs
- the number of repairs carried out
- repairs completed within the target timescales
- repairs completed right first time
- average repair waiting times

- member satisfaction with repairs
- inspections of repairs