



Repairs Policy

AUTHOR

Governance

APPROVED BY

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Repairs Recharges Policy

1 Introduction

This policy document covers the management arrangements for Repairs and Recharges inclusive of planned, cyclical, and responsive maintenance of properties managed by Halo Housing Association. (HHA).

2 Purpose

HHA recognises that the efficient and effective repair and maintenance of its properties and schemes is an essential service to our vulnerable Tenants. It is important that the service is highly reactive to meet the needs of our Tenants.

3 Scope

The policy sets out in practice how HHA will meet relevant legislative, contractual, and regulatory requirements. The policy should be read by all housing, maintenance employees, asset management. A summary should be made available to external contractors, and relevant third-party agencies including HHA support providers, and other interested parties, including Tenants, their families, and representatives, upon request.

An Easy Read version of the summary should be available.

4. Key Principles

HHA principal aims are:

- To provide a flexible, convenient, and Person Centred repairs service that can be relied upon, responding quickly when the need arises, and which prioritises the health, safety, and comfort of its Tenant.
- To have in place well-designed repair and maintenance systems that ensure HHA homes and communal areas are safe and kept in a good state of repair. HHA will maintain its homes to ensure we meet the minimum requirements of the Decent Homes Standard.
- To ensure that the services that HHA provides are cost effective, and that we obtain the HHA value for money for our Tenants, from within the available financial resources.

- To ensure that Health and Safety is central to HHA working procedures and practices to maximise economic benefits where possible by creating employment and training opportunities in maintenance related work, and by purchasing goods and services locally.
- To measure and monitor Tenant Satisfaction. HHA will make use of Tenant Satisfaction data to continually improve its services.

5. Responsive Repair Service

Reporting Repairs

Tenants can report repairs to HHA in any of the following ways:

Via our Partner Care Provider

By telephone (including an out-of-hours service for reporting emergency repairs)

01254 67 66 77

By e-mail to: repairs@halohousing.co.uk

Via our website www.halohousing.co.uk

Repair Categories and Target Timescales for their Completion

HHA has established four categories of responsive repair, these are:

Emergency Repairs – Within 24 hours

These are repairs that need to be carried out to avoid serious danger to the health and safety of the occupants or where a failure to carry out the repair could cause extensive damage to buildings and property. Examples of emergency repairs include (but are not limited too) the following:

- a) Overflowing, blocked main drains.
- b) Emergency repairs (to which the hazard has been identified as representing a danger
- c) Gaining Access
- d) Gas Escapes
- e) Total loss of water supply
- f) Serious electrical faults (including exposed live electrical cables)
- g) No lights or power to whole property
- h) Blocked W.C. (where the premises contain only one toilet)
- i) Major leaks or bursts

- j) *Glazing reported and ordered up to 2.00pm (All glazing will be responded to, and where possible replaced within 48 hours. Where double glazed units are required, the property will be made safe and secure, and a new double-glazed unit ordered to be fitted within 10 working days.

Emergency repairs will be completed the same day the defect being reported to HHA.

Urgent Repairs (Within Seven Days)

These are repairs that may affect the comfort of Tenants and may cause damage to the property if not carried out urgently. Examples of urgent repairs would include:

- a. renew light fitting.
- b. partial loss of electrical supply.
- c. partial loss of water supply.
- d. repair leaking pipe in the property (not containable).
- e. detached banister or handrail.
- f. roof repairs where there is a roof leak.
- g. blocked gullies and waste pipes (unless due to Tenant misuse).
- h. door locks and repairs to external doors where there is no security risk.

Urgent repairs will be completed, where possible, within 24hrs of the repair being reported to HHA.

Routine Repairs (Within 28 Days)

These are repairs that are not urgent, although they may cause inconvenience to Tenants.

Examples of routine repairs would include:

- a) toilet will not flush (where there are two toilets in the property)
- b) blocked sink, bath, or basin (unless due to Tenant misuse)
- c) partially blocked drains
- d) blocked gullies and waste pipes
- e) faulty taps
- f) replace faulty hot water cylinder or immersion heater.
- g) minor electrical repairs (such as immersion heaters and thermostats)
- h) door locks and repairs to external doors where there is no security risk.
- i) repair or renew ball valves.
- j) minor leaks to water service pipes
- k) minor leaks to cisterns, cylinders, toilets, baths, wash basins, waste pipes

- l) easing an internal door
- m) plastering up to 5m²
- n) floor tiling less than 3m²
- o) replace or repair wastewater pipe
- p) re-fix loose W.C. pan, cistern, or wash hand basin
- q) replace broken or missing sections of gutters or rainwater pipe
- r) blocked rainwater pipes and gutters
- s) replacement of missing/leaking guttering including cleaning out gutters
- t) plastering over 5m²
- u) repairs to kitchen units / worktops
- v) repairs to PVCU window furniture
- w) void property repairs

Routine repairs will be completed within 28 working days of the defect being reported to HHA (or longer if at the Tenant's convenience).

Planned Works (29-60) working days

These repairs are considered not to be of an urgent nature. Examples of non-urgent repairs would include:

- a) replacement of door and window furniture
- b) minor plastering repairs (cracks)
- c) repairs to timber or concrete floors
- d) minor repairs to concrete paths around property
- e) minor repairs to flagging around property.
- f) general minor slating and roofing repairs
- g) repairs of fascia and soffits
- h) floor tiling greater than 3m².
- i) repairs and replacement of items that require pre-inspection, ordering and
- j) manufacture.
- k) replacement of individual kitchen units or worktop
- l) wall tiling greater than 0.50m².
- m) repairs to rendering, pebble-dashing or other external finishes
- n) minor pointing and brickwork repairs

Each repair request will be placed into one of the categories above and the work ordered. In some instances, HHA may need to inspect the defect to establish the precise nature of the repair work required or change the category of the repairs deemed necessary.

Repairs Appointments

HHA will arrange a mutually convenient appointment time with the Tenant, via the relevant Care Provider for the repair to be made. HHA will consider Tenant vulnerabilities when making arrangements for Contractors to attend a property including start and finish times.

HHA wherever possible will complete repairs within the agreed timescales. However, if there is an avoidable delay for example due to the ordering of parts, repairs being dependent on third party organisations or suppliers and gaining access to a property to carry out repairs. HHA will keep Tenants updated about the timescales of repairs to their home and the nature of the delay.

Repairs Quality Control

HHA believes that the quality of its responsive maintenance service is extremely important, not only to ensure the health, safety, comfort, and satisfaction of its Tenants, but also to protect the fabric and value of its property.

HHA requires all staff and contractors working in Tenants' homes to comply with its Code of Conduct policy.

HHA Maintenance Officers, in partnership with Tenants, are responsible for monitoring the standard of work carried out.

HHA will ensure that a proportion of responsive repairs are inspected once they have been completed. Any performance issues arising from these post-inspections will be referred to the contractor for investigation.

Where a Tenant (or their representative) has recorded dissatisfaction with any maintenance work carried out to their home, this will be investigated by the Maintenance Officer, who will ensure that any necessary remedial works are carried out.

HHA Complaints policy is also available to any Tenant who is dissatisfied with the maintenance works provided.

6. Responsibilities for Repairs

Rechargeable Repairs Undertaken During a Tenancy

All requests for repairs reported by Tenants will be assessed against HHA repairing obligations, as outlined in the tenancy agreement.

Where a reported repair is deemed to be the responsibility of the Tenant, the Tenant will be informed that they are responsible for that repair under the terms of their tenancy agreement.

Where a repair is needed as a result of an emergency service intervention, that has not been caused by the Tenant, or a visitor to their home, the Tenant will not be charged for the cost of any works. Where a repair is required as a result of criminal activity, that has not been caused by the Tenant, or a visitor to their home, the Tenant will not be charged providing a crime reference number is obtained from the Police (an Incident Number is not sufficient).

Where a repair is needed as a result of criminal activity that has been caused by the Tenant, or a visitor to their home, the Tenant will be charged for the cost of any works. Where appropriate, the Police will also be informed of any criminal activity that has taken place.

Where damage is caused by the Police whilst executing a warrant and no conviction is secured against the Tenant or a visitor to their home, the Tenant will not be held liable for the cost of the repair and HHA will seek to recover the cost of the repair from the Police. However, it is expected that HHA Support Providers should make keys and fobs available to the police to reduce the likelihood of damage.

Where damage is caused by the Police whilst executing a warrant and a conviction is secured against the Tenant or a visitor to their home, the Tenant will be held liable for the cost of the repair. However as at 5.1.6 it is expected that where possible, HHA Support Providers should make keys and fobs available to the police to reduce the likelihood of damages occurring.

Tenant Responsibilities

The Tenant and Care Provider are required to report any repairs promptly to prevent further deterioration to the property or harm to the occupants or others.

The Tenants and care provider are required to allow HHA and its appointed Contractors, reasonable access to undertake the required repairs and any necessary surveys or inspections.

HHA is a not-for-profit housing provider, it aims to maximise its financial resources to enable improvements to be carried out to its homes and to its services.

Tenants will be responsible for meeting the costs for the replacement of damaged items, resultant contractor charges, and repairs they are responsible for.

HHA Tenancy Agreement sets out Tenant responsibilities for the payment of repair costs as defined within Section 5 above. These include:

- a. Keeping the interior of their properties clean and in a good state of decoration
- b. Keeping outside spaces within property boundaries free from waste and debris
- c. The maintenance, repair and replacement of the Tenants own fixtures, fittings
- d. Furnishings and floor coverings.
- e. Repair and maintenance of personal electrical appliances e.g. dryers
- f. The repair or replacement of any fixture, fitting, structure, or finish that has been undertaken by the Tenant.
- g. Clearing blocked WC's and waste pipes, caused by the Tenant.
- h. Easing of internal doors after Tenant installation of carpets or other floor finishes.
- i. Clothes lines, posts or rotary dryers to self-contained houses and bungalows.
- j. Damaged or missing internal doors or door handles caused by the Tenant.
- k. Broken glass to windows and doors arising as a result of wilful damage by the Tenant.
- l. Accessory items including plugs and chains to sinks, wash basins and baths, toilet
- m. Seats, meter cupboard keys, radiator keys, curtains, and blinds.
- n. Internal decoration of all areas (excepting communal areas unless this is required due to deliberate damages) including decoration required after repairs.
- o. Replacement bulbs to interior lights (excepting communal areas)
- p. Replacement of door locks as a result of lost keys, or adding additional locks
- q. Clearing of contents upon termination of Tenancy

HHA Responsibilities

All repairs and maintenance to the structure and exterior of the property (including drains, gutters, and external pipes) and to those fixtures and fittings supplied by HHA.

All repairs and maintenance of the communal areas including lighting, as set out in service schedule.

External Paintwork

Internal decoration of communal areas

To keep in repair and proper working order the installations for the supply of water, gas and electricity, this includes the carrying out of gas, electrical and solid fuel certified checks, in line with current legislation.

To keep in repair and proper working order the installations for space heating and heating water (the heating equipment within the property)

To repair and keep in proper working order the installations for the supply of water and sanitation (including basins, sinks, baths, and toilets)

Wherever possible HHA will repair or make safe any fencing which it has installed, but if the fencing cannot be repaired or made safe it may be removed or replaced, depending upon health and safety, privacy, and amenity. HHA is not responsible for repairing or replacing shared fencing or walls where this has been undertaken as an improvement by the current Tenant.

HHA will ensure that properties are repaired and maintained in accordance with HHA practice and relevant policy and legislation.

Rechargeable Repairs at the end of a tenancy

On receipt of a valid notice to end a tenancy, arrangements will be made with the Tenant for the property to be inspected. Following this inspection, the Tenant will be informed in writing of any work for which they are responsible prior to their vacating the property.

Any re-chargeable works not carried out by the Tenant before they vacate the property will be undertaken by HHA and the cost of the works will be recharged to the former Tenant. HHA Supported Housing Officers and Support Providers must obtain a forwarding address.

A situation may arise where an end of tenancy inspection is not able to be carried out in the presence of the Tenant, for instance where the property has been abandoned. In addition, some repairs for which the Tenant is responsible may occur after the end of tenancy inspection has taken place. In these circumstances an empty property inspection will take place and a photographic record taken of any damage caused or work required to the property which is deemed to be the former Tenant's responsibility.

Where no forwarding address is provided, a record will be kept of any outstanding re-chargeable repairs. HHA will pursue the debt from the former Tenant should their new address later become known.

7. Repairs Recharges and Repayment

As covered within Sections 6 (responsibilities for repairs) HHA will re-charge the Tenant for repair works carried out on their behalf, or replacement items or materials, where these costs are incurred as a result of Tenant or visitor.

Damages which are not the result of fair wear and tear or caused by unauthorised alterations to the property.

HHA will inform the Tenants, their legal representative and/or their support provider, at the point of contact if they will be recharged for the works.

HHA will give the Tenant or their legal representative the option to:

- Agree for the works to proceed and make immediate payment
- Negotiate and agree a repayment plan and pay by regular instalments (standing order), if the costs have been established.

Urgent or Emergency Repairs

Where an immediate emergency response is required;

- The property has to be made secure at the direction of the police where they have forced entry (costs will be recharged as appropriate to either the Tenant or the police)
- The repair is prejudicial to the health and safety of the household (for example faulty electrics)
- The disrepair could cause or is causing damage to other parts of the property or to other properties.
- HHA considers that the disrepair could lead to deterioration in the appearance of the area.

In these specified emergency or urgent situations, a sundry debt will be raised which

Can be settled by way of a negotiated and agreed repayment plan and paid by method of regular instalments (standing order).

Deliberate or Criminal Damages

Where a repair becomes necessary under circumstances described as a result of wilful damage or criminal activity, which does not pose an immediate risk to health and safety payment can:

- c) be settled by payment

- d) be settled by way of a negotiated and agreed repayment plan and paid by method of regular instalments (standing order).

All repayment agreements need to be confirmed in writing with the Tenant, their legal appointee, or other legal representative, or, alternatively, the Tenant may be assisted by their support provider (assuming capacity), in setting this up.

All repayment agreements need to be signed by the Tenant (if they have capacity) or their legal representative (if they do not).

In exceptional circumstances, or genuine hardship (income/expenditure/savings form will require completion and must be evidenced) HHA may consider waiving the cost of re-chargeable repairs. All cases will be considered on an individual basis.

8. Planned and Cyclical Maintenance Policy

HHA will develop and deliver planned and cyclical maintenance programmes, to ensure that its homes are maintained in a good condition and meet the Decent Homes Standard.

Developing the Planned Maintenance Programme

The planned maintenance programme includes all planned programmes of identified works.

HHA will use the following information to plan and develop its planned maintenance programmes:

- Information from periodic stock condition surveys, Fire Risk Assessments, Health, and Safety Reports
- Retention of asset information relating to each property for the following:
- Condition of property's elements
- Expected life of the components
- Information about the energy performance of properties
- Housing Health and Safety

In developing its planned/cyclical maintenance programme HHA will consider the following:

- The impact of the programme to the Tenant (Equality Impact Assessment)
- The current condition of the property against the standards required.
- Budget constraints
- The impact on other maintenance work streams

Cyclical Maintenance Work

Cyclical maintenance works are programmes which are repeated at defined time intervals. The works are undertaken for servicing, inspection and testing of equipment, or to maintain the general condition of HHA housing stock. HHA will undertake the following programmes on a cyclical basis:

- External surfaces of the property that require an applied finish to maintain its weather tightness (subject to stock condition survey)
- Landscaping and grounds maintenance of communal areas
- All statutory servicing requirements where applicable
- Gas servicing
- Electrical installation condition reports (EICR)
- Firefighting equipment
- Fire alarm systems
- Emergency lighting
- Lifts servicing
- Portable appliance testing (PAT)

At the beginning of each financial year, HHA will review and agree its Schedule of cyclical service contracts for its properties as developed through the medium-term financial plan. The schedule will be led by the HHA Asset Management information systems and will be prioritised against the following factors.

- The impact to the Tenant
- Meeting current legislation
- The current condition of the property
- Long term impact of not servicing the property/equipment
- Budget constraints
- The impact on other maintenance work streams

All statutory service contracts will be carried out in accordance with the relevant legislation. HHA will keep appropriate records via their partnering contractor, for inspection and verification by the appropriate inspectors.

Cyclical Works Appointments

Where planned and cyclical maintenance works require access to the Tenants' home, HHA, in conjunction with its partners, will contact the Tenant(s) providing them with

advance notice of the intended commencement of the work; its anticipated impact on the Tenant(s), and the contact details of the contractor who will be undertaking the work.

HHA contractor undertaking the work will arrange any appointments with the Tenant(s) who will be given at least two weeks' notice prior to the work commencing.

9. Quality Control

HHA believes that the quality of its Responsive Maintenance, Planned and Cyclical Maintenance service is extremely important, not only to ensure the health, safety, comfort, and satisfaction of its Tenants, but also to protect the fabric and value of its properties.

HHA requires all staff and contractors working in Tenants' homes to comply with its published code of conduct.

HHA Project Managers, in partnership with Tenants, are responsible for monitoring the standard of work carried out.

All Tenants who receive works, will be encouraged to submit Tenant satisfaction feedback surveys after the works have been completed. The feedback will be delivered via a variety of formats. For example, these formats include telephone, text, interactive, paper and verbal.

HHA will ensure that all completed works are inspected. Any performance issues arising from the post inspection process will be resolved by the relevant Officers.

Where a Tenant records their dissatisfaction with the quality of any works carried out to their home or the attitude or performance of the contractor (either during the work or after completion), this will be referred to the Relevant Officer who will investigate promptly and initiate any appropriate remedial action. They will also ensure that the Tenant is kept informed of any action being taken.

HHA complaints policy is also available to any Tenant who is dissatisfied with the maintenance works provided and can be obtained from HHA directly or through their Housing Officer or by contacting Halo's Complaints Handling Officer.

10. Contractors Due Diligence

No contractor can be authorised to carry out regular work for Halo Housing Association unless they have successfully completed HHA's Due Diligence process. Emergency repairs will be the exception of this.

All Contractors are to comply with the Policies and Procedures of the Association.

Contractors costs shall be negotiated in line with the schedule of rates where a term contract is not in place.

11. Responsibilities

Responsible Officers

The Senior Leadership Team are responsible for the implementation and monitoring of this policy.

Responsibility for the management of the services being delivered to Tenant sits with the Property & Compliance Manager.

11. Training

Repairs and Maintenance employees will be expected to undertake external/internal training and obtain certification (where relevant) at the discretion of the Managing Director.

Training will be delivered using a variety of methods, both internal (including team meetings) and external, to ensure employees are made aware of HHA responsibilities and statutory obligations as relate to HHA Landlord Repairing Obligations, Landlord Health and Safety, Complaints Handling, Safeguarding, and other statutory obligations and responsibilities (including legislative changes).

Training will similarly be delivered, and monitored, to ensure relevant employees follow HHA internal procedures.

13 Reporting and Monitoring

The Property and Compliance Manager will report into the Senior Leadership Team.

The Head of Operations will provide written updates to the Board at regular intervals (quarterly) including compliance with this policy.

The Board, Senior Leadership Team, and the Property and Compliance Manager are responsible for ensuring the policy is complied with, with some responsibilities delegated to HHA Maintenance Officers.

14. Definitions

HHA – Halo Housing Association

Board - Board of Directors

EICR - Electrical Installation Condition Report

EPC - Energy Performance Certificate LGSR - Landlords Gas Safety Record PAT - Portable Appliance Testing

PVCU - Poly Vinyl Chloride (un-plasticised)

Tenant - Tenant or License Holder Tenant

15. Equality and Diversity Implications

HHA is committed to treating people with honesty, dignity, respect and trust. This applies to Colleagues, Tenants, Potential Tenants, Contractors and Board Members.

At Halo Housing Association:

- Equality is about ensuring that every individual has an opportunity to make the most of their lives and talents.
- Diversity is recognising difference and responding positively to those differences
- Inclusion is about creating an environment where our services and employment opportunities are accessible to all.

We will adhere to Equality Act 2010 in all its actions and will consider all the protected characteristics of the Act which are: Race, Sex, Gender Reassignment, Disability, Sexual Orientation, Religion or Belief, Age, Marriage/Civil Partnership and Pregnancy and Maternity. Further to the protected characteristics, HHA will be mindful of socio-economic disadvantage and will do everything in its power to minimise this and other forms of disadvantage.

16. Regulation and Legislation

This policy ensures that Halo's Repairs service is operated within the scope of:

- Decent Homes Standard
- Housing Act 2004 – Housing Health and Safety Rating System (HHSRS)
- Homes (Fitness for Human Habitation) Act 2018
- Building Safety Act 2022

17. Related Documents

This Policy should also be read in conjunction with the following associated policies or strategies:

- Complaints Policy
- Tenant Profiling Policy
- Void Management Policy
- Damp and Mould Policy

18. Policy Review

The Policy will be reviewed every two years, or earlier if there is any change in regulatory standards or legislation.