

PO08 Repairs and Maintenance Policy

Approval

Approved by Tenants' Forum	21 July 2011
Approved by Board	27 July 2011
Due for Review	September 2014

Review undertaken

Resident involvement <i>As agreed with Tenants' Forum</i>	Repair and voids standards reviewed by tenants at standards review day in October 2010 Consultation with young families June 2011
Equality Impact Assessment	Full Service EIA complete October 2010
Other consultation	

1.0 Scope of Policy

- 1.1 The Policy applies to all properties where Soha has an obligation to provide a repairs and maintenance service. It covers Soha's approach to responsive repairs, planned and cyclical maintenance.
- 1.2 The servicing of void properties is included in Soha's empty homes policy

2.0 Aim

- 2.1 Soha aims to have an excellent, customer-focused repairs and maintenance service which offers value for money and fulfils our statutory obligations.
- 2.2 We aim to be proactive in maintaining our stock in advance of problems developing thereby significantly reducing the number of reactive repairs. We aim to achieve an expenditure balance between Planned and Reactive Maintenance with a target ratio of 70:30.
- 2.3 We aim to provide equal access to the service and will not discriminate on grounds of race, colour, ethnic or national origins, religion, sexual orientation, disability, gender, age or any other matter which may cause a person to be treated with injustice. Contractors delivering the service are expected to follow Soha's Equality and Diversity Policy.

3.0 Policy Statement

- 3.1 Soha will provide a day to day responsive repair service together with a proactive planned maintenance programme in order to effectively maintain our stock.
- 3.2 We are committed to the provision of an excellent repairs and maintenance service to ensure the satisfaction of our customers, to protect the value of our housing stock and achieve value for money.
- 3.3 Soha will keep in good repair the structure and exterior of all our dwellings and common areas together with the components that make up each property. We will ensure installations for the supply of water, gas, electricity; sanitation and heating are in good working order and service communal equipment supplied by Soha in accordance with current legislation and/or best practice.
- 3.4 Residents who are dissatisfied with the repairs and maintenance service will be encouraged to follow the complaints procedure, so that we can put things right and learn from their complaints.

4.0 Day to day repairs (Responsive Maintenance)

- 4.1 Soha will provide a variety of ways for tenants to report repairs, including by telephone, in writing, in person, by email, via our website and by fax. We will provide appropriate interpretation and translation services.
- 4.2 A seamless out of hour's service will be available for emergency repairs.
- 4.3 Information on Soha's repair responsibilities will be given to all tenants in the tenancy agreement and will be publicised on our website and in Hometalk. Soha may undertake additional repairs which fall outside of our main repair obligations. These repairs will be carried out if they are considered to provide

good value for money and improve customer satisfaction with the service. Where a repair is reported that is a tenants' responsibility, or if damage has been caused by a tenant or member of the household, we will recharge for the cost of this repair. Rechargeable repairs costs will be publicised. This is covered in the Rechargeable Repairs Policy.

4.4 Soha's repair response times are:

Emergency - Response within 2 hours

Priority 1 - Works completed within 24 hours

Priority 2 - Works completed within 1 week

Priority 3 - Works completed within 4 weeks

We may review these from time to time, in consultation with tenants.

4.5 Responsive Repairs procedures will set out that:

- All repair orders are prioritised according to the urgency and nature of the work. Guidelines for staff will set out how they may change the priority if the tenant or a member of the household is disabled or vulnerable.
- Soha will confirm details of the repairs and appointments scheduled with the tenant.
- Responsive repairs works will be delivered by contractors to standards which Soha has agreed with residents.
- Appointments will be offered for all responsive repairs. Tenants will be able to choose from a number of different appointment slots including morning, afternoon, school run, weekday evening and Saturday morning.
- Performance targets are set for all main Repairs Contractors, the aim being to improve the level of service and reduce overall costs.
- We will ask tenants for feedback on completed repairs. Any expressions of dissatisfaction received will be fully investigated within 5 working days. The tenant will be informed of the outcome in line with Customer Charter standards.

4.6 Responsive repair contract key performance indicators and management reports will be monitored on a weekly basis to help ensure that cost, quality and performance targets are met. Key performance indicators we will record and monitor include:

- The average cost per repair.
- Tenant satisfaction with the repair
- Repairs completed by deadline date.
- Repairs completed right first time.
- The number of repair appointments made and kept
- The number of completed repair post inspections
- Average time to complete a repair
- The number of repair orders cancelled

We are also a member of benchmarking clubs AMIP and Housemark which enables us to compare our repairs costs and performance against other RSL's.

The repairs service will be monitored regularly to check that tenants have equal access to the service.

5.0 Right to Repair

5.1 Soha will comply with the Right to Repair provisions contained within Section 121 of the Leasehold Reform, Housing and Urban Development Act 1993. Qualifying minor repairs must be completed within set timescales. Should we not complete this work on time; the tenant has the right to arrange for another Contractor to undertake the work and to seek compensation from Soha for the inconvenience caused. A list of qualifying repairs and timescales is in the Tenants' Handbook.

6.0 Planned Maintenance

6.1 Soha's Asset Management Strategy drives Planned Maintenance's approach to tenant involvement, energy efficiency and Value for Money (VfM). Soha's approach to achieving excellent VfM is also detailed within the Procurement Policy and Value for Money Strategy.

6.2 Our planned investment is developed from our stock condition database, including information on construction dates, component life cycles, actual condition (based on individual inspections rather than lifecycle) and customer feedback.

6.3 Expenditure on Planned Maintenance will be limited by the constraints of the Business Plan. A realistic programme of works will be produced balancing the requirements of the stock database and its affordability.

6.4 Soha will build effective and enduring partnerships with high performing contractors, suppliers and consultants. VfM will be assessed through the use of benchmarking clubs such as Housemark and the Asset Management Improvement Group (AMIP), or similar.

6.5 The procurement of building works and services will be in accordance with our Financial Regulations. We will explore the potential of joint procurement clubs and test this approach against our existing practices.

6.6 Our properties will be measured against the Decent Homes Standard and the Housing Health & Safety Rating System. In addition, we will work to Soha's own Decent Homes Plus Standard, which sets more aspirational targets for our stock.

6.7 We aim to improve our average SAP rating by focusing on properties with relatively low thermal efficiency. This will help improve affordability of warmth and energy efficiency.

6.8 Detailed maintenance programmes will be produced every 5 years and will be provided to residents in both hard copy and via the Soha website.

7.0 Cyclical Maintenance

7.1 The safety and well-being of our tenants is a fundamental objective. We will

undertake periodic inspection and testing both within our tenants' homes and the communal areas of flats and sheltered schemes.

7.2 Soha will undertake the cyclical testing and maintenance of components, including gas heating systems, electrical circuits, lifts etc. in accordance with current legislation, Health & Safety guidelines and other appropriate industry standards.

8.0 Resident Involvement and Consultation

8.1 In addition to the Resident Involvement described throughout this policy, Soha will involve residents in setting and monitoring service standards, reviewing and modifying contract specifications, selecting Contractors and monitoring their performance

9.0 Responsibility

9.1 The Director of Property & Development is responsible for the effective implementation of the planned and cyclical elements of this Policy. The Director of Customer Services and Operations is responsible for the effective implementation of the day to day repair element of this Policy.

10.0 Monitoring and Review

10.1 Performance for Planned, Cyclical and Responsive Maintenance will be monitored to check if targets on quality, tenant satisfaction and timescales are being met. Soha will also carry out an appropriate percentage of post inspections suitable to each particular category of work. Action will be taken by Soha where performance is unsatisfactory.

10.2 Performance against budget will be monitored through Soha's Management Report which will be circulated to SMT on a monthly basis and Board Members on a quarterly basis.

10.3 As discussed above, VfM will be monitored through benchmarking clubs such as Housemark and the Asset Management Improvement Group (AMIP), or similar.

10.4 We will monitor Customer feedback to check satisfaction levels and to learn from informal and formal complaints.

10.5 Performance will be reported regularly to the Tenants' Forum and Soha's Repair Portfolio Holders.

11.0 Context

- Housing Act 1988
- Construction Act 1996
- Construction (Design and Management) Regulations 2007
- Health and Safety Legislation
- Control of Asbestos Regulations 2006 The Policy should be read in conjunction with our Asset Management Strategy, Planned Maintenance Procedures, Procurement Policy, Empty Properties Policy and Value for Money Strategy.