



SAXON WEALD

RESPONSIVE REPAIRS POLICY

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1.0 Introduction and Aim

- 1.1 Completing repairs quickly and effectively is a top priority for our residents. The responsive repairs service has a key role to play in maintaining the quality and value of our property assets.
- 1.2 Failures and breakdowns can be costly to Saxon Weald and inconvenient for residents. The overall aim of this policy is to ensure that our repair service delivers value for money and achieves a high level of customer satisfaction.

2.0 Definitions

- 2.1 A responsive repair is maintenance arising from Saxon Weald's obligation as a landlord to carry out repairs to a property that have been requested by the resident or other person to an existing element of the property.
- 2.2 A responsive repair does not include:
- Programmed renewal of building components;
 - Non-urgent repairs which can reasonably be included in a planned maintenance programme;
 - Pre-planned cyclical maintenance such as redecoration, or routine inspection and servicing;
 - Larger repairs, which require significant investigation, planning or organisation.
- 2.3 The scope of responsive repairs covered by this policy includes repairs to building elements, building services and hard landscaping such as fences, paths and driveways.

2.4 The term 'repair' means to 'put in order and maintain in order', relating to the existing elements of the property. It does not include replacing or improving something unless the item cannot be repaired.

3.0 Background

3.1 Statutory requirements

3.1.1 Saxon Weald's statutory obligations are governed by a number of Acts of Parliament and subsidiary Regulations. Saxon Weald will ensure that its responsibilities under relevant legislation are fulfilled. Core legislation that applies includes:

Repairs & Maintenance

- Landlord & Tenant Act 1985
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Right to Repair Regulation 1994
- The Commonhold & Leasehold Reform Act 2002

Health & Safety

- Building Regulations 2000
- Construction (Design & Management) Regulations 2007
- Gas Safety Regulations 1998
- Control of Asbestos Regulations 2006
- Housing Health & Safety Rating System 2004

3.2 Regulatory requirements

3.2.1 Saxon Weald's services are regulated by the *Regulatory Framework for Social Housing in England from April 2015*, published by the Regulator for Social Housing (RSH). In summary, this framework requires us to:

- Ensure that our homes continue to meet the Decent Homes standards, or any higher standards which applied when the home was built;
- Provide a cost-effective repairs and maintenance service that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time;
- Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes;
- Demonstrate an appropriate balance of planned and responsive repairs, and value for money.

3.3 Repair obligations under tenancy agreements and leases

3.3.1 Saxon Weald will comply with its repair obligations which are set out in its tenancy agreements and leases. At the same time, tenants and leaseholders are expected to fulfil their respective obligation with regard to repairs. Guidance for residents is published in the current versions of the tenant's and leaseholder's handbooks.

4.0 Policy

- 4.1 Saxon Weald will, in accordance with its duties under the above legislation and standards of good practice, deliver a responsive, reliable and customer-focussed responsive repairs service and which delivers high levels of customer satisfaction and value for money.
- 4.2 This policy is complementary to Saxon Weald's Asset Management Strategy and seeks to support a sustained effort to reduce demand for responsive repairs through the use of effective planned maintenance programmes.

5.0 Implementation

- 5.1 To implement this policy, we will:
- Establish and publish the respective duties and responsibilities of Saxon Weald, our tenants and leaseholders, with regard to responsive repairs;
 - Review these duties and responsibilities from time to time, in consultation with our residents;
 - We will exercise discretion, to provide a more flexible service for residents who are vulnerable, in exceptional circumstances;
 - Provide a variety of ways for residents to report repairs, including through the self-appointing repairs system;
 - Provide a rapid and effective system for responding to emergency repairs;
 - Offer a choice of appointments for all non-emergency repairs;
 - Ensure that repairs, and any necessary pre-inspections, are carried out within the shortest practicable timescale;
 - Ensure that Qualifying Repairs under the Right to Repair legislation are completed within statutory timescales;
 - Ensure that we keep appointments;
 - Ensure that our residents and their homes are treated with respect;
 - Wherever possible, complete a repair at the first visit;
 - In all cases, ensure that the problem is repaired properly;
 - Ensure that customers are kept informed about the progress of their repair, and any changes or delays;
 - Make effective arrangements for re-charging repairs in appropriate circumstances;
 - Ensure there is a robust, prompt and effective process for the reporting and rectification of defects in new-build properties, or where major works have been carried out;
 - Involve our residents in the design and review of repair services.
- 5.2 The detailed arrangements for implementing this policy are set out in the company's responsive maintenance procedure, and in operational manuals.

6.0 Resident conduct and duties

- 6.1 We expect our staff and contractors to be treated with respect and expect our customers to:
- Act courteously and reasonably towards our staff and contractors at all times;
 - Provide reasonable access to their homes;
 - Provide a reasonably clean and safe working environment;
 - Wherever possible, move items away from the work area before work starts;
 - Keep children and animals away from the work area;
 - Refrain from smoking indoors when staff are visiting.
- 6.2 Saxon Weald reserves the right to suspend or withdraw its services in situations where a resident is unable to meet these expectations. This includes declining to carry out works due to insanitary or potentially hazardous working environments, where the health and safety of our staff or contractors could be compromised.
- 6.3 Saxon Weald has a duty of care to protect the health and safety of its workforce. If the condition of a property is such that it constitutes a breach of the tenancy agreement, all efforts should be made to encourage the tenant to bring the property into a suitable condition, before a decision is made to include it in a planned works programme.
- 6.4 Copies of all correspondence and photographic evidence of the property condition must be retained on the file. If the problem is severe and persistent and it is felt that the health or safety of Saxon Weald operatives or contractors could be compromised by working in the property, the works should be declined and the Head of Housing Services may consider it appropriate to serve a Notice of Seeking Possession. However, this action should only be taken after all other solutions have been sought and the vulnerability of the tenant assessed.

7.0 Value for money

- 7.1 The implementation of this policy will contribute to Saxon Weald's requirements to deliver value for money and to maximise the financial, social and environmental return on its assets, in a number of ways. These will include:
- Maintaining the value of our property stock;
 - Driving continuous improvements to productivity and supply chain efficiencies;
 - Achieving high levels of customer satisfaction with our services.

8.0 Monitoring and review

- 8.1 We will establish indicators to monitor the operational performance and cost of our responsive repair services. Headline key performance indicators will be reported to Board.
- 8.2 We will benchmark service performance and costs against peer organisations.
- 8.3 We will monitor and report on resident satisfaction with our repair services.

- 8.4 We will ensure that prompt follow-up action is taken in response to expressions of dissatisfaction through resident surveys and Saxon Weald's complaints system.
- 8.5 This policy will be reviewed every three years in accordance with our review timetable, or in the meantime if any major operational, legislative or regulatory changes require it.

9.0 Equality and diversity

- 9.1 Saxon Weald aims to achieve equality of opportunity in relation to the services we provide as a landlord and as an employer. This means that no person or group seeking housing, jobs or contracts with us will be treated less favourably because of their or their partner's, family's, friend's or associated person's protected characteristics. In law, protected characteristics specifically cover: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. In addition to these, Saxon Weald will not treat anybody less favourably for any reason which causes a person to be treated with injustice.

Version	Amendment	By	Date
5.0	Three-year review	Steven Dennis	February 2015
6.0	Three-year review	Steven Dennis	June 2018