



Policy Name	Response Repairs		
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Owner Name	Ian Clements		
Job Title	RCH Repairs Officer		
Approved by	Elected Committees of 5 Neighbourhood Co-ops		
Linked Documents	GSA Documents:- <ul style="list-style-type: none"> • Asset Management Strategy Framework • Data Protection Policy • Equality and Diversity Policy • Health and Safety Policy • Vulnerable Customers Policy • Complaints Policy and Compensation Policy • Aids and Adaptations and Home Alterations Policies • Building Safety (Asset Compliance) policies • Customer Involvement and Empowerment Strategy • S20 Policy • Management of Contractors Policy • Chargeable Repairs and Services Policy • Access Procedure • Pest Control Procedure 		
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1 OVERVIEW

This policy applies to Redditch Co-operative Homes, The Winyates Co-operative, Pioneer Housing Co-operative, Breedon Housing Co-operative, Redditch Co-operative 2000, and Riverside Housing Co-operative

OUR VALUES

This policy directly supports our values of

Principles

Self – help,
Responsibility,
Democracy,
Equality,
Equity,
Solidarity.

Ethical Values

Honesty,
Openness,
Social Responsibility,
Caring for others
:

Commitment

We put our customers and our people at the heart of everything we do

Communities

We help create communities where people want to live

Innovation

We are optimistic, passionate and forward-thinking and we deliver better value every day

IMPACT ASSESSMENTS AND KEY CONSIDERATIONS

This policy will assist to ensure we continue to empower our communities to thrive, provide sustainable homes and responsive services which meet the local housing needs of the communities of Redditch.

We will give all responsive repairs a priority based on urgency, risk and statutory responsibility. We will always consider a customer's vulnerability, circumstances and information given to us at the time of reporting a repair when determining our speed of response.



When considering possible adjustments to our standard services due to customer's individual circumstances and vulnerabilities, we will ensure any changes we make are reasonable and appropriate. In all cases we will record our decision making

Value for Money

Each Co-operative maintains its own list of contractors using the Co-operatives policy for selection of Contractors. All of the Co-operatives have a policy of using small local contractors with the aim of retaining resources within the local community. We believe that by using small local contractors we are providing best value for the Town.

We constantly monitor the prices charged by our contractors and carry out a formal annual review of all contractors that we use in conjunction with the repairs officers and the data we have from tenant satisfaction responses.

Resident Engagement

The views of members of the Co-operative are critical to the shaping of this policy. This policy was written in conjunction with the Co-operative's Repairs Officers and is influenced by the results of a Tenant Satisfaction survey. Tenants will be canvassed upon their satisfaction with the service as they report and have repairs resolved alongside the Co-operative carrying out its TSM survey.

Fairness

The Repairs Officers writing the policy enables the local community to be self governing and to facilitate their empowerment. The Co-operative will also ensure that we treat all members equally and adhere to all current legislation relating to but not limited to

- Equal Opportunities Legislation
- Tenancy Law
- Public Health and Environmental Legislation

Sustainability

Locally based contractors and suppliers ensures that the Co-operatives restrict the emissions generated when works are being carried out. Wherever possible contractors are encouraged to use sustainable materials for works carried out. All have waste carriers licences or other such legally required documents as may be required.

POLICY :

The Co-operative will aim to provide a responsive repairs service with the knowledge and belief that in doing so, it will ensure the extended lifespan of its properties. Based on stock condition information the Co-operative will invest in its properties through a targeted maintenance program that delivers value for money and is continuously improved.

The Co-operative will ensure that its members are at the forefront of the provision of a responsive repairs and maintenance service.

The Co-operative will ensure it exceeds the minimum required standards set by the following:-

- HCA Governance Requirements
- Tenancy Agreement
- Any other legislative requirements as may be in force from time to time

The Co-operative will also ensure that we treat all members equally and adhere to all current legislation relating to but not limited to

- Equal Opportunities Legislation
- Tenancy Law
- Public Health and Environmental Legislation

1. Responsibilities:

The Co-operative will ensure it carries out any repairs works according to the responsibilities and obligations as set out by legislation and the terms as detailed within the Tenancy Agreements. Co-operative Members will do likewise and will be reminded of this through Newsletters, Meetings and On-going Training.

Types of **work not covered** by this policy are:

- **Defects in new homes** – new homes have a warranty period which is typically the first 12- 24 months. The new homes manual given to customers when they move in give information on these contractual arrangements.
- **Cyclical maintenance** – this includes renewals of doors & windows, kitchens, bathrooms, heating & electrical servicing, lift servicing, legionella testing, communal lighting testing.
- **Property Improvement work** – this includes cyclical decoration, replacement, kitchens, bathrooms, windows, roofs and external doors.
- **Aids and adaptations** – carrying out minor and major alterations to enhance the quality of life and mobility around a customer's home
- **Neighbourhood improvement work** – environmental improvements, fly tipping removal, graffiti removal and vermin removal

2. Reporting Repairs

The Co-operative will make it easy for its members to report repairs. A member can report a repair either by contacting the office or their own repair officer. If the member informs the repairs officer he/she must then contact the RCH office, but this must be done as quickly as possible in order to effect an efficient response with due consideration to the timescales of the repair as detailed in the repairs policy.

Members can report repairs by phone, email, in person or in writing, all repairs reported will be responded to with a written acknowledgement of their report informing the Member of

the proposed timescale for the repair to be completed.

Staff will assist members in identifying repairs where a member is unsure of the defect. In addition they will tell the member of the target completion time before ending the call.

3. Responsive Repairs:

As the members of the Co-operative are responsible for managing their own Maintenance Allowances they are fully aware of the budget implications of requesting repairs. Where a minor repair does not therefore require a high level of skill or knowledge, members will be encouraged to complete the work themselves. However, repairs will not be withheld by the Co-operative if the tenant feels unable to do this.

The severity of the repair will determine the classification in terms of the timescales in which the required works will be attended to as follows:-

Out of Hours Emergencies – The Co-operative will ensure that its members are provided with contact details for out of hours emergencies and will publish these on a regular basis. Members will also be reminded that they may be re-charged for using the out of hours service for non-emergencies.

Lock-Outs: All members will be asked to ensure they leave a spare key for their property with a friend or neighbour in the event of a lock out. However, if a member finds themselves locked out of a property, a contractor will attend to gain access. However, if they do this on more than one occasion, they will be re-charged for the full cost of the call out and repair. In the case of Breedon Gardens residents, the Repairs Officer must be contacted before a lock-smith can be called.

Emergency Repairs – Will be attended to within 4 hours. These are such that will cause further or long term damage to the property, pose a safety risk to any member of the household. Examples include but are not limited to:-

- Dangerous electrical fittings or faults affecting all of the property.
- Front door locks where there is a security risk.
- Broken glass where there is a security risk
- Gas leaks
- Sewerage/drainage blockages to whole property, wc's or sinks where there is not an alternative appliance in the property.

Urgent Repairs – Will be attended to within 7 days.

Examples

- Hot water supply or heating problems
- Leaking overflows, drainpipes and gutters



- Plumbing and drainage faults
- Roof tiles
- Electrical faults to individual lights and sockets
- Communal area faults
- Defective locks and glazing

Standard/Routine- To be attended to within 21days

- Any other non urgent/emergency repairs, remedial or follow on repairs where any initial damage has been made good.
- General Carpentry/Joiner
- Repairs to doors, floors or windows
- External walls and roofs
- Kitchen fittings
- Plasterwork
- Minor Plumbing repairs
- Pests and vermin where the local authority will not attend or where a communal area is affected.
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Planned Routine – To be assessed in 12 weeks

- Works that fall outside the usual time/cost scope of responsive repairs and need time to plan, budget and complete for example fences particularly when between neighbouring co-op properties.

4 Chargeable Repairs –

The Tenancy Agreements states that if a repair is caused by tenant damage either willfully or by neglect the Co-operative will re-charge the tenant for any repairs required due to this reason. If a repair is likely to be a rechargeable repair the member of the Co-operative will be informed of this at the time they report the repair and given an indication of likely cost.

We will only carry out repairs which are tenant responsibility when there is a significant health and safety risk, or if by not completing a repair further damage to the property would be caused.

We have the discretion to charge for any repair we carry out which is not our responsibility.

Customers will be asked to pay the cost in advance where possible or following the completion of the repair in an emergency or if the reason for the issue is not discovered until the repair is completed; a toilet blocked due to disposal of inappropriate items for example.

We may also charge customers if they have caused damage to the property.

We are not responsible for repairs where damage is:

- caused by you, or someone or an animal living or visiting the home
- caused as a result of you installing your own fixtures or fittings; or



- to an item which has not been provided by us and where we have not given written permission for it to be installed or caused by alterations undertaken without permission

5. Contractors

The Co-operative will maintain an approved contractors and suppliers list. Regular liaison with the appointed contractors will take place to ensure continuous service improvement and value for money is achieved. We will continue to support the Co-operatives ethics, values and principles to support the creation of sustainable communities by the use of local contractors in the provision of service and minimizing the impact on the environment.

6. Appointments

Contractors will be responsible to make suitable access arrangements with Co-operative members for repair works to be carried out, although when a member reports a repair they will be asked for any likely access restrictions or offered a provisional appointment subject to confirmation by the Contractor. Contractors are responsible for making appointments to complete all Repairs within the timescales specified.

7. Access

Although the house is the Co-operative's property, it is the member's home. Every Member has the 'right to quiet enjoyment' and privacy in the accommodation. If the Co-operative needs access to the property to inspect the condition or carry out repairs this must be done with the agreement of the member. The Co-operative will give at least 24 hours notice (unless in case of emergency where access is required sooner), and must ensure that the Co-operative has the Member's agreement to enter their home.

In the event of access not being gained to a property at any time, a card will be left at your address notifying you that we have attempted to carry out the repair. We have separate procedures in place where we cannot gain access to complete a repair.

There is an implied right of access which can only be enforced through the courts. Where reasonable access is refused there is no automatic right of entry, although it may be considered that the unauthorized entry was justified if there was an emergency (eg a water leak, smell of gas or smoke).

If reasonable access is refused proper action through the courts should be taken.

8. Inspections

Pre-inspections will be kept to a minimum to avoid unnecessary delays in carrying out work.

The repairs officer will inspect where:

A property is void,

The description is too vague for an accurate works order,

Where there may be a suspicion of tenant damage,

Or where a professional inspection is required – in which case the Co-operative may use services available from the Accord Group.



Post inspections- Redditch Co-operative Homes will produce a monthly repairs report for the attention of the Co-operative and its Repairs Officer. The Elected Co-op Repairs Officer will aim to inspect one in ten repairs and will pick at random which repairs will be inspected. Inspection results will be recorded in the minutes of the Repairs Officers meetings which will also take place on a monthly basis. The aim of these inspections is to ensure cost effectiveness, value for money, and high quality work. Post inspections will also be carried out where a complaint is received or where a returned satisfaction slip expresses dissatisfaction

MONITORING AND REPORTING

The Co-operative and its appointed Repairs Officer will be responsible for monitoring and reviewing this policy and procedure every two years or in response to changes in legislation or regulatory guidance. This may be conducted in conjunction with the assistance of RCH staff.

This policy's effectiveness will be measured using the following:

- Monthly repairs reports
- Month end finance review
- KPI measures and control for operational teams

LEGAL AND REGULATORY FRAMEWORK

We acknowledge and accept our responsibilities for the provision, management and delivery of repairs and maintenance and will comply with the relevant legislation and regulatory requirements of the following:

- Building Safety Act 2022
- The Homes (Fitness for Human Habitation) Act 2018
- Home Standard Construction (Design and Management) Regulations 2015
- Energy Act 2013
- Regulatory framework for social housing in England (April 2012).
- Control of Asbestos Regulations 2012
- Equality Act 2010
- Environmental Permitting Regulations 2010
- Decent Homes Standard 2010
- Corporate Manslaughter and Corporate Homicide Act 2007
- Work at Height Regulations 2005
- Regulatory Reform (Fire Safety) Order 2005
- Clean Neighbourhoods and Environment Act 2005
- Housing Health and Safety Rating System 2005 (HHSRS)
- Housing Act 2004
- Common hold and Leaseholder Reform Act 2002
- Management of Health and Safety at Work regulations 1999 (as amended)
- The Gas and Safety (Installations and Use) Regulations (GSIUR) 1998 as amended
- Party Wall Act 1996



- Secure Tenants of Local Authorities (Right to Repair Regulations) 1994
- Leasehold Reform, Housing and Urban Development Act 1993
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Environmental Protection Act 1990
- Landlord and Tenant Act 1985
- Electricity at Work Regulations Landlord and Tenant Act 1985
- Building Regulations Act 1984
- Health and Safety at Work Act 1974
- Defective Premises Act 1971
- Public Health Acts 1936 and 1961
- Occupier's Liability Act 1957
- Prevention of Damage by Pests Act 1949

INFORMATION SHARING AND CONFIDENTIALITY

We will provide information as required in line with relevant law and regulation. We collect information (personal data) to enable us to:

- manage and support our relationship with you to comply with legal obligations
- improve our services
- achieve our legitimate business aims

We are committed to complying with data protection legislation when handling your data.

You have rights including access to your data and to object to the way it is processed. For more information on how and why we process your data and how you can exercise your rights please view our full Privacy Policy on our website at Privacy notice – GreenSquareAccord.