



# Repairs Policy

## Introduction

1. Our mission is to improve the quality of life for our residents.

Effective maintenance of our homes to a high standard is a critical component to achieving our mission. As a landlord we have responsibilities to provide a cost-effective repairs and maintenance service to homes and communal areas. Quality and value for money services to our residents are integral to our work. We want to ensure effective controls and procedures are in place to safeguard the security of our assets.

Our homes will be maintained to the decent homes standard.

We want residents to have more of an input to help us make improvements to our services to ensure we provide value for money services.

## Purpose

2. To outline our commitment to provide an effective and efficient repairs, service, that meets the needs of tenants, provides good value for money and balances planned and responsive repairs.

## Scope

3. The policy covers planned and responsive repairs for all our stock, including commercial properties. We aim to balance planned and responsive repairs with 70% investment in planned and 30% in responsive repairs in line with industry standards. This approach includes responsive, cyclical, capital work, voids and adaptations.

We will comply with legal, regulatory and best practice standards and protocols in the sector.

## Policy

4. To achieve this we will:
  1. maintain our properties to the Decent Homes Standard

2. appoint contractors and review contracts using value for money principles, ensuring they are professional and respect our values
3. have plans in place to deliver planned, programmed and major works
4. provide a responsive repairs service to homes and communal areas that responds to the needs of and offers choices to customers to complete repairs and improvements right first time.
5. benchmark our performance with peer Housing Associations and put in plans to move towards best in class
6. provide and set target times for emergency, urgent, priority and routine repairs for our responsive service, publicising these to customers in a variety of ways
7. set customer care and other standards for contractors and provide a range of methods for customers to comment on the standard of work done and their satisfaction levels
8. recharge tenants for any costs incurred as a result of tenant neglect, damage, accident, and missed appointments or arising from a member of their household or their visitors.
9. carry out 15% post works inspections for items under £1,500 and 100% inspections for over £1,500 works.
10. provide training to, staff & the Scrutiny Panel to ensure compliance and implementation of our guidelines
11. have detailed procedures to ensure all staff consistently follow our standards and specifically ensure effective communication with residents
12. Involve residents in setting service standards
13. Involve residents in procurement of contractors and in contract monitoring

## **Responsibility**

5. The board will set the strategy to drive value for money in providing an effective and efficient repairs service.

The Head of Repairs and Maintenance will oversee the implementation of the repairs policy and develop appropriate procedures.

The Residents Scrutiny Panel will assess our performance, identifying areas for improvement and influence future delivery.

Contractors and consultants are required to deliver services to specified standards.

### **Monitoring, Review & Evaluation**

6. Board reports will provide updates on progress by key performance indicators and other measures.

**The policy will be reviewed every three years.**