



manningham
HOUSING ASSOCIATION

REPAIRS AND MAINTENANCE POLICY



REPAIRS AND MAINTENANCE POLICY

1. BACKGROUND

Manningham Housing Association (MHA) is a registered social housing provider. The Association provides general needs, sheltered and supported housing for rent and shared ownership.

This policy outlines our approach to delivering an effective and efficient repairs and maintenance service to ensure our homes continue to meet and exceed the Decent Homes Standard.

MHA is committed to maintaining all its properties to a high standard, ensuring the accommodation reflects positively on both our tenants and the Association.

MHA aims to:

- Meet all its statutory and contractual obligations
- Provide a responsive and effective service to tenants, obtaining regular feedback from tenants on the performance of both the Association and the contractors.
- Ensure that repairs and maintenance are of a high standard and represent good value for money.

MHA will undertake maintenance of its properties under one of the following four main categories:

- Day to day Maintenance or Minor repairs
- Voids Maintenance
- During defects liability period for new properties
- Aids and Adaptations
- Cyclical Maintenance
- Planned Maintenance or Major Repairs.

This policy applies all tenants of Manningham of Housing Association and is not applicable to shared owners or leaseholders whom are responsible for the repairs and maintenance of their own properties.

2. THE PRINCIPLES UNDERPINNING THE REPAIRS POLICY ARE

Our residents and stakeholders have the opportunity to be involved and consulted in the development of the repairs service. Through supervision, monitoring and feedback from customers the service is continuously improved. We will obtain from our customers in the following ways:

- An opportunity to complete a satisfaction survey after completion of a repair
- Independent customer satisfaction surveys
- Mystery shopping of our repairs service by customers



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- The above customer insight will be presented to our Customer Scrutiny Panel with areas of improvement agreed
- A minimum of 50% satisfaction surveys from planned and major repair work

Our communication with residents will always be clear, appropriate, easily understood and accessible. We will ensure the service is supported by appropriate training for staff.

- To run an effective and reliable responsive repairs service
- To continuously improve performance
- To give the highest levels of residents satisfaction
- To provide a service that gives value for money
- To engage openly and responsively with residents about repairs to their home

3. DAY TO DAY MAINTENANCE OR MINOR REPAIRS

There are three specific categories to minor repairs that we will use as follows:

- Emergency repairs
- Urgent repairs
- Routine repairs

We will aim to complete minor repairs within the following timescales:

- Emergency repairs – within 24 hours of them being reported to the office
- Urgent repairs – within 5 working days of them being reported to the office
- Routine repairs – within 22 working days of them being reported to the office
- 6 week orders – these will be used for those where there is no urgency, such as minor tree works.
- Agreed timescale – where the tenant wishes to have the work carried out at a time they want which may exceed the above timescales

We will regularly monitor we are meeting the above category timescales and report our performance to our tenants, our Board and Leadership Team.

At all times our contractors will make an appointment with tenants in order that the works are undertaken at a time that is convenient to them, but within the above timescales. The appointments will be on either a morning or afternoon basis.

If minor repairs have been identified that are not the responsibility of the Association, as defined within the tenancy agreement, this will be the tenant's responsibility to repair. We will undertake the work, if the tenant so desires, having first advised them of an approximate amount, and then re-charge them the full amount.



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4. VOIDS MAINTENANCE

Whenever a property is vacated, we will carry out an inspection promptly to determine what needs to be undertaken to our Lettings Standard before letting it again.

We will ensure all relevant tests are done to meet the gas and electricity safety regulations.

Where only minor repairs are needed prior to letting, we will aim to have these completed as a priority in order to re-let the property quickly.

5. CYCLICAL MAINTENANCE

This is work that needs to be done on a regular cycle, and includes the following:

- External decorations to all our properties. We will aim to carry out external decoration to all our properties every five years
- Checking and clearing of gutters, gullies and down pipes
- Internal decorations of communal areas where they exist in our properties
- Annual gas safety checks. All our properties will have a valid gas safety certificate that is no more than 12 months old

We will carry out a rolling five-year programme of cyclical external decorating, and an annual programme of gas safety checks.

We will carry out an inspection of all gutters, gullies and the like at the same time as carrying out the external decorations. Where any of our properties do not have any external decorations needing to be done, this inspection will still go ahead on a five-year programme.

6. DEFECTS LIABILITY PERIOD REPAIRS

For newly built buildings, the repairs and maintenance are managed through the contractors who constructed the building for the first year from the building completion. The terms and conditions of these will be outlined within each building contract. This is known as the Defect Liability period.

Latent defects

These are faults to the property that could not have reasonably have been discovered through inspection before sale or sign up, for example, faults in hidden fabric or cavities of building structure. In such cases MHA does not take automatic responsibility for rectifying or improving the defect. These will be managed on a case by case basis, and homeowners and tenants will be advised accordingly.



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7. PLANNED MAINTENANCE OR MAJOR REPAIRS

Our objective is to keep our homes maintained to the Decent Homes Standard. To that extent we will prioritise work on properties that for any reason fall below this standard or any standard higher than this that we agree with our tenants.

We will undertake stock condition surveys on a regular basis, but not less than five years, which will be used in conjunction with an asset management strategy to:

- Ensure that all our properties are at least to the decent home standard or a higher standard as agreed with our tenants
- Provide a good service to tenants and maintain a high standard of accommodation
- Preserve the association's assets and protect our investments
- Set achievable and affordable targets for maintenance
- Improve control over maintenance expenditure

8. AIDS AND ADAPTATIONS

MHA commits to facilitating and supporting independent living by carrying out alterations to meet the special needs of individuals to enhance their quality of life and where appropriate enable them to remain in their current home.

Aids are additional equipment installed to assist the usability of and mobility around a resident's home. An adaptation is an alteration to an existing installation in a resident's home that assists the usability of and mobility around a resident's home.

Aids and adaptations are split into major or minor, with varying timescales, cost and the amount of actual work to be carried. Some examples include:

Minor (cost up to £500.00)

- Grab rails
- Door alterations
- Handrails
- Lever taps

Major (cost over £500.00)

- Stair lifts
- Low access baths
- Provision of level access showers
- Raising electrical sockets
- Lowering switches

MHA assists eligible residents to secure aids and adaptations to their homes by directly undertaking the work where the request is for a minor aid or adaptation or assisting the



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resident in applying for a Disabled Facilities Grant (DFG) from their LA if the request is for a major aid or adaptation.

For minor work we will aim to complete the work within 20 working days however this may depend on the need to get advice and support from specialist organisations. Major aids and adaptations will be dependent on the approval of a DFG by the Local Authority; therefore timescales will be dependent on this. Furthermore, adaptations that require major building work are subject to planning permission and building regulations and therefore the timescales for completion will be longer.

MHA will service and maintain all adaptations and maintain all aids, where supplied by us. We will also replace these at the end of their economic life provided they are still demonstrably required.

9. RECHARGEABLE REPAIRS

Rechargeable repairs occur where there is a need to carry out a repair and it is reasonable for MHA to conclude that the repair was the tenant's responsibility and necessary as a direct or indirect result of their actions. Examples of circumstances where MHA will recharge tenants for the full costs associated with a repair, include where repairs are required because of:

- Vandalism, negligence, destructive actions by the tenant or visitor to the property or where no action by the Association could result in serious damage to the property and/or neighbouring homes
- Wilful damage
- Forced entry is required owing to lost keys
- The out of office hours emergency call-out system being misused
- No access to specifically arranged appointment or emergency call out

When an emergency rechargeable repair is reported, the tenant, or the person reporting the repair on the tenant's behalf, will be advised that the repair will be recharged in terms of the conditions of tenancy. The Association will only complete works of an emergency or Health & Safety nature, where failure to act could result in personal risk and/or damage to the property and / or neighbouring homes.

The approximate cost of the rechargeable repair will be notified to the tenant. The tenant will be given the opportunity to rectify the fault using their own contractor if they wish, prior to MHA raising an order.

Where an emergency call out is made for a non-emergency repair the tenant will be recharged the cost of the call-out as well as a service charge which will be 10% of the cost of the call out.



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Where a routine repair is carried out and it is reasonable to conclude that the repair was the tenant's responsibility and necessary as a direct or indirect result of their actions, the tenant will be recharged the full cost of the repair (e.g. as a result of vandalism, police forcing entry with a lawful warrant, damage or neglect to the component or property).

The tenant will be required to settle the account or make arrangements to pay the account within 28 days of it being issued. If no response is received within this timescale then a final reminder will be sent giving a further 7 days to settle the account or make arrangements to pay it.

MHA will seek payment of the full amount but if this is not possible, for example where there is evidence of financial hardship, the Neighbourhood Officer will agree a reasonable repayment arrangement with the tenant.

The Association will take all reasonable steps to recover the costs associated with rechargeable repairs in line with reasonable debt recovery processes. This may include small claims action or legal action if appropriate.

Tenants with outstanding debt in relation to rechargeable repairs, not making any reasonable attempt to pay, may only receive a statutory repairs service until a payback arrangement has been agreed and maintained for at least three months.

Neighbourhood Officers will be responsible for agreeing and monitoring repayment arrangements that are reasonable in the view of MHA. If a tenant is already making arranged payments for rent arrears, the Neighbourhood Officer will agree a reasonable repayment plan so that an appropriate amount is put towards recovery of the rechargeable repair debt.

Tenants in debt to the Association in relation to rechargeable repairs may not be considered for a transfer to another MHA property until the debt has been paid in full.

Where a rechargeable repairs debt relates to a former tenancy, this sum will be pursued by the Association.

10. AUTHORISED CONTRACTORS

We will maintain a list of Approved Contractors that will be reviewed and approved by the Board.

In order for a contractor to be accepted onto this list, they must be able to demonstrate:

- They have adequate public and employer's liability insurance
- They are good employers with a high awareness of all relevant health and safety and have a good diversity policy or follow the principles contained in the MHA policy
- Their employees are appropriately qualified and registered in line with industry requirement



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- They can demonstrate a high quality standard of work
- They have the relevant tax forms in place

The Property and Estates Manager will ensure the correct process is followed for approving new contractors.

11. BUDGET AND AUTHORISATION

Each year we will set a budget for each of the different categories of repairs, which will be approved by the Board and monitored on a monthly basis by the Leadership Team and on a quarterly basis by the Board.

The Board delegates the expenditure of this budget to the Customer Services Director as per the prevailing Financial Regulations.

Minor repairs by their nature will be generally of such an amount that we will place an order with the relevant approved contractor. But where larger amounts need to be spent, we will follow the procedures as detailed in the Financial Regulations.

All Cyclical and Major Repairs will usually be tendered to a minimum of three contractors. The tenders will include a detailed specification of works that need to be included. At all times the Financial Regulations and the Tender Procedure will be followed.

12. ZERO TOLERANCE

MHA has a zero tolerance towards the abuse of any staff or contractors by residents. All tenants of MHA are expected to treat all staff with respect and dignity. This means that they must refrain from behaving in a way that is aggressive, threatening, abusive, or insulting. Nor must they engage in any behaviour, intentional or otherwise, that constitutes harassment or discrimination. MHA will take reasonable measures to protect staff from such behaviour where appropriate.

13. MONITORING AND REVIEW

We will monitor a number of aspects of our repairs and maintenance service and expenditure in this area through the Leadership Team, the Board and scrutiny arrangements.

The Property and Estates Manager will meet with each of our approved contractors on a regular basis to provide feedback and to agree improvement where these are required both from the contractor or MHA.



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The Director of Customer Services has overall responsibility for the on-going monitoring of the policy through the work of frontline staff, particularly those engaged in property maintenance. The policy will be reviewed every three years unless statutory changes or good practice guidance require a review to be carried out sooner.

Date Approved by the Board	Next Review date	Responsible Manager
12 March 2014	March 2017	Director of Customer Services